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ABSTRACT

Specific aspects of public library administration that were investigated by this study were: economics of librarianship (improving services and reducing costs); promoting the use of public libraries; coordination of library branches having varied sizes, services and distances from one another; library cooperation; student use of libraries; methods of financing libraries (particularly in relation to Government subsidies); and whether any system exists which may be of use in Newcastle in providing assistance to senior pupils in schools to use library services more effectively. These topics are covered in the nine chapters of the report. The appendix lists the libraries and archives visited, showing the dates of visits. A bibliography and subject index are also included. (NH)

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ASPECTS OF PUBLIC LIBRARY ADMINISTRATION

Report on a study tour of libraries overseas in 1968

by

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SECOND EDITION

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THE COUNCIL OF THE CITY OF NEWCASTLE
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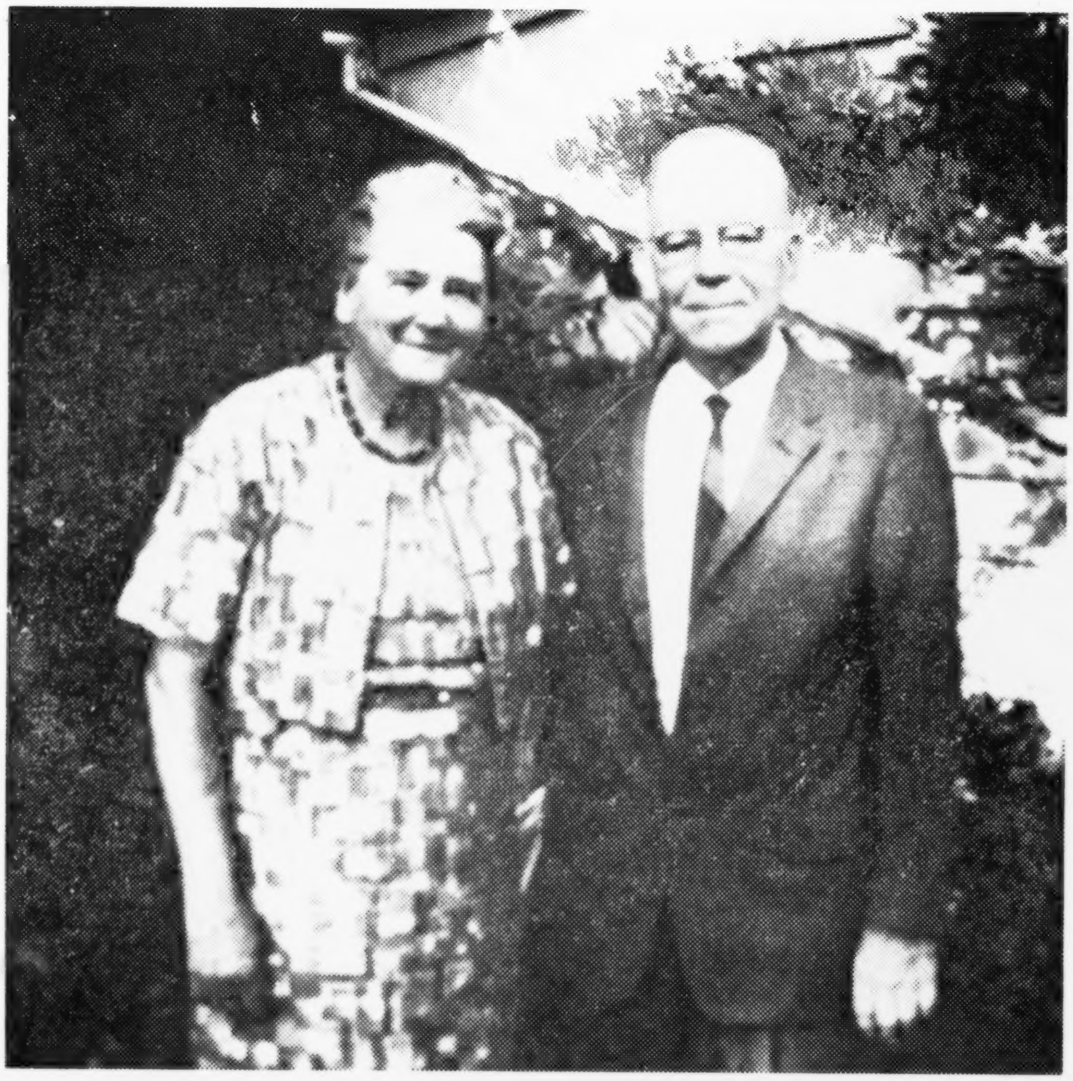

Mr. and Mrs. RALPH MUNN at their home in Pittsburgh on 4th Juiy, 1968. The Munn-Pitt Report of 1935 led to development of Australian libraries, without which the study tour described in this report would not have been possible. Mrs. Munn accompanied her husband in the 1934 survey.

INTRODUCTION

The author made a tour of libraries overseas in 1968 to study aspects of administration pertinent to public libraries in New South Wales. He visited libraries and related institutions in the United States of America, Canada, Scotland, England, India and Singapore, as listed in the appendix. He departed from Sydney Airport for U.S.A. on 25 May, and returned via Europe and Asia on 28 September.

Specific aspects of administration that he proposed to investigate were:

- Economics of librarianship (improving of services and reducing of costs),
- Promoting the use of public libraries,
- Coordination of library branches having varied sizes, services and distances from one another,
- Library cooperation, and
- Student use of libraries.

To these were added by the Newcastle City Council requests for investigation of:

- Methods of financing libraries, particularly in relation to Government subsidies, and
- Whether any system exists overseas which may be of use in Newcastle in providing assistance to senior pupils in schools to use library services more effectively.

The Council deferred until his return consideration of a proposal by the Library Board of N.S.W. that a regional library be formed in the Newcastle area, in order that his observations might be taken into account.

A final assignment came in the form of a request from the N.S.W. Central Coast Group of the Library Association of Australia that the usefulness of union catalogues be assessed, with view to determining the future development of the union catalogue maintained for the Group in the Newcastle Public Library.

Loan charging methods were not included in the project because these had been the subject of investigation by Mr D. W. Murray, Wollongong City Librarian, who made a similar tour in 1964.

The itinerary followed was based mainly on advice received from Mr G. D. Richardson, Principal Librarian of the Public Library of N.S.W. and Executive Member of the Library Board of N.S.W., who had himself made a tour of libraries overseas in 1964-65. Further advice was obtained from the American Library Association, the Canadian Library Association, and the Library Association [of Great Britain]. Some self-help was obtained from consultation of directories of libraries. The itinerary was followed faithfully, except for two unfortunate latenesses in arrival, and some additional libraries were visited, either by arrangement at short notice, or unofficially. Travel and accommodation arrangements were made by a local travel agency, with some advice from the American Library Association.

Costs of the tour were shared by the Albert Mainerd Scholarship and the Newcastle City Council. The Scholarship provided an amount of $2,500, whereas the total cost was estimated at $4,500. The Council also granted four months' leave of absence on full pay, eight weeks of which were taken from accumulated annual leave.

The Albert Mainerd Scholarship merits explanation because of the purpose it serves and its interesting background. Founded in 1958 as the Overseas Visits Fund, it was renamed in 1968 in honour of Mr Albert Mainerd, O.B.E., who has had a distinguished career in the local government of New South Wales. Amongst his achievements has been service as secretary of the Local Government Association of N.S.W. and of the Shires Association of N.S.W. from 1943 to 1966; secretary of the Australian Council of Local Government Associations from its formation in 1947 to date; and member of the Library Board of N.S.W. from 1949 to 1968.

There are now eight organizations contributing to the funds of the Scholarship, which is responsible for sending overseas for four months in every year a local government clerk, engineer, health inspector and librarian, one a year in a four year cycle. The eight contributing organizations are the Local Government Association of N.S.W. and the Shires Association of N.S.W.; four employee associations - The Association of Local Government Clerks of N.S.W., the Local Government Engineers Association of N.S.W., the N.S.W. Division of the Australian Institute of Health Surveyors, and the Association of Local Government Librarians in N.S.W.; the N.S.W. Department of Local Government; and Ampol Petroleum Limited. Each of the first seven of these organizations contributes $300 a year, and Ampol contributes $400. Entry of the Department of Local Government into the scheme for the first time in 1968 increased the monetary value of the Scholarship and provided the opportunity for renaming of the Scholarship. The author was thus privileged to be the first recipient of the Albert Mainerd Scholarship, although he did not know it until his return, and was the second librarian to be granted an overseas tour under the scheme. A similar distinction came to the Newcastle City Council in 1960 when the Town Clerk, Mr W. Burges, was the first clerk to receive the award. Mr Burges was able to assist the author considerably in his preparations for the tour in 1968.

Selection for the Scholarship is based on written application and interviews. The application has to be accompanied by a certificate from the employing Council that four months leave of absence would be granted if the application were successful, and by a medical certificate. The applicant must have held a senior position in local government for at least seven years, and undertakes to submit a written report of his findings within three months of return. Librarians are further required by their association to have been financial members of the association for the past three years at least. The closing date for applications was 31 January in 1968, and interviews were held on 3 April. Applicants were advised officially of the result on the day after the interviews.

Final arrangements for the tour were made in a hurry, as the author did not know the result of his application until 4 April and wished to begin the tour late in May. He had received an invitation from the American Library Association to attend their annual conference at Kansas City from 23 to 28 June and could not begin the tour there without increasing the cost of travel. Tasks included the writing of letters to libraries for permission to visit them, and disengaging himself from normal commitments. Not surprisingly, some replies had still not been received at the time of departure, and messages had to be forwarded after the tour had begun. Pressure of this sort is not recommended as a prelude to a study tour which is strenuous in itself.

The foremost impression received during the tour was of the general kindness, friendliness and hospitality of the persons met with. Most of them went to considerable trouble to make the visit to them rewarding professionally, and some endeavoured to make the visit personally enjoyable as well. For instance, the Director and Deputy Director of the Stockton and San Joaquin County Public Library in California spent their public holiday on 4 June in showing their visitor around the 49-99 Cooperative Library System in the foothills of the Sierra Nevadas, and the Director of the Carnegie Library of Pittsburgh arranged sightseeing in and around Pittsburgh on another public holiday, 4 July, a memorable day concluding with dinner in the home of Mr and Mrs Ralph Munn.

The author is grateful to all those whom he visited, and to the various sponsors of his tour and those who assisted him in preparing for it. In addition to the names mentioned previously, he acknowledges with thanks the assistance rendered by Mr J. Morton, Deputy City Librarian, who administered the Newcastle Public Library for four months while the author was away; Miss J. E. Murray, Reader Services Librarian at the University of Newcastle, who lectured on his behalf in the Newcastle Library School for five weeks; and his wife, who was left at home for four months.

1. LIBRARY SUBSIDY

Summary

Subsidy is paid by the federal and state governments in U.S.A., and by the provincial governments in Canada. No subsidy is paid directly to the public libraries of England and Scotland, but the central government there pays an indirect subsidy in the form of financial provision for national libraries established to assist local libraries.

Information in this chapter is arranged geographically in the order of U.S.A., Canada, England, and Scotland.

a. U.S.A.

Federal government

In recent years Congress has begun to subsidize U.S. libraries. Subsidy has not been confined to public libraries, with which this report is mainly concerned, but has been extended to many kinds of library in the realization that libraries in general form an important part of education and are essential to cultural, scientific and technological progress. Some of the relevant legislation enacted by Congress has been concerned directly with libraries, while other has only involved libraries indirectly. With the latter kind of legislation librarians have been able to convince the authorities of the contribution their libraries could make in fulfilling the intention of the legislation, and so qualify for subsidy to support special projects. Whatever the basic intention of the legislation may have been, the position has obtained where library services are experiencing a tremendous boom owing to the availability of federal funds to augment local resources.

One Act passed dealing specifically with public libraries was the Library Services and Construction Act, but other Acts have also been of considerable importance to public libraries. The most important of these are:

Adult Education Act
Agricultural Trade Development and Assistance Act
Appalachian Regional Development Act
Depository Act
Economic Opportunity Act
Elementary and Secondary Education Act
Federal Property and Administrative Services Act
Higher Education Act

Housing and Urban Development Act
National Foundation on the Arts and the Humanities Act
Older Americans Act
Public Works and Economic Development Act
State Technical Services Act

The most important legislation concerning public libraries is the Library Services and Construction Act, first passed in 1956 as the Library Services Act 'to promote the further extension by the several States of public library services to rural areas without such services or with inadequate services'. Originally the Act was to apply for five years only, but it has since been extended for further periods and widened in scope. A reason for retaining and expanding the provisions of the Act may be seen in facts presented by the U.S. Office of Education in a 1962 report which drew attention to the deficiency of public library service in the United States. At that time there were eighteen million people, mostly in rural areas, who had no legal access to libraries, and another 110 million people without adequate library service available to them.

By 1964 the Library Services Act had been responsible for bringing new or improved library service to more than forty million people, yet there were still a great many people in need of library service. It was realised that the Act was deficient in two major respects, that of excluding urban areas from the provisions of the Act, and that of not providing for the construction of library buildings. Accordingly the Library Services and Construction Act of 1964 sought to remedy these deficiencies, at the same time providing for a greater appropriation from the federal budget. The Act was further amended in 1966 to encourage interlibrary cooperation and to provide library services to categories of special users, principally institutional. The appropriation rose from $7,500,000 in 1956 to $76,000,000 in 1967.

Public libraries are defined by the Act as libraries which serve free all residents of a community, district, or region without discrimination and which receive their financial support in whole or in part from public funds.

The Act has four sections, dealing with

1. Public library services,
2. Public library construction,
3. Interlibrary cooperation and coordination,
4. Specialized state library services.

The first section refers to salaries, books, equipment, and general operational expenses; the second section to the alteration of old buildings as well as the construction of new buildings, including associated matters of land acquisition and initial equipment; the third section to various types of library, without regard to state boundaries; and the fourth to (A) services for patients, residents, and inmates in hospitals, reformatories, residential training schools, penal institutions, and orphanages supported by the state, and students in residential schools for the handicapped operated or supported by the state, and (B) the physically handicapped who are not institutionalized. The physically handicapped are taken to include the blind and near blind, the limbless, and the paralyzed.

Appropriations to the several sections of the Act were in 1967:

1.	$35,000,000
2.	$40,000,000
3.	$ 375,000
4A	$ 375,000
4B	$ 250,000
Total	$76,000,000

In the first instance the federal appropriation is shared amongst the states on a formula involving the number of population and the amount being contributed to expenditure on libraries from state and local funds, with provision observing variations in the wealth of the states. Allocations surplus to the requirements of any one state are diverted to states requiring more. Administration of the Act is vested in the U.S. Office of Education.

Distribution of federal subsidy within the state is left to the discretion of the state library agency after a statewide plan for library development has been submitted and approved. Their plans have mostly concerned the following activities:

1. Improving state library agencies;
2. Encouraging the development of larger library systems;
3. Education in librarianship;
4. Promoting the use of libraries;
5. Establishing and improving special services;
6. Establishing branch libraries;
7. Strengthening book collections;
8. Research and surveys of library services;
9. Developing cooperation between libraries;
10. Building construction and alterations.

Libraries claim subsidy from the state library agency, submitting details of their intended projects together with other information considered relevant and required by the state library agency. Grants made under this Act are for pilot projects and are non-continuing. Pertinent considerations are whether the claimant's present service is considered by the state library agency to be inadequate, or whether a locality has no public library at all.

The extent to which federal subsidy under the Library Services and Construction Act is boosting library development is indicated by the nationwide expenditure in 1966. Of the $138,000,000 spent on services, and $92,300,000 spent on buildings, the federal government contributed respectively $25,000,000 and $29,800,000 in subsidy. Subsidy was used in the construction of 363 public library buildings.

The Adult Education Act of 1966 is concerned with basic education for adults. There are nearly two million adults in U.S.A. who are illiterate, and another eleven million who are nearly so. In addition, there are great numbers who have had insufficient formal education at the elementary and secondary school levels. The Act is intended to cultivate reading skills and to compensate for the lack of learning generally. Subsidy is provided on a matching basis of 90% federal and 10% state contributions. Some public libraries have been able to develop programmes qualifying them for this subsidy, while in some cases similar library programmes have been subsidized under either the Library Services and Construction Act or the Economic Opportunity Act.

The Agricultural Trade Development and Assistance Act of 1954, commonly known as Public Law 480, is concerned basically with providing economic aid to foreign countries. Payments for such aid are held in the assisted countries and used for meeting the expenses of U.S. government there. When there is any surplus money available it is used to purchase copies of the country's publications for libraries and research centres in the U.S.A..

The Act authorizes the Librarian of Congress to effect the purchases for his own library and other institutions, and to arrange for necessary cataloguing, indexing and abstracting. The publications themselves are free to participating libraries, but the cost of cataloguing is shared. Acquisitions under this Act have tended to replace the Farmington Plan because the publications are cheaper and a more comprehensive range of them is obtained. It is possible for libraries to receive publications on a selective basis, while others receive them comprehensively. The extent of the programme is indicated by the receipt at the Library of the University of California, Berkeley, of a million pieces of material from India in 1962-3, the first year of the programme. Lesser used material finds its way to the Center for Research Libraries in Chicago where it is available to all research libraries of the nation.

Because of language difficulties associated with publications from many of the foreign countries, special handling arrangements have had to be devised. In some countries where there have been sufficient funds available to do so, notably in India, Pakistan and the United Arab Republic, the Library of Congress has established book procurement centres employing local people to assist in the acquisition, organization and preliminary cataloguing of material. Each piece is numbered serially before dispatch to the U.S.A., and catalogue entries supplied by the Library of Congress to other libraries refer to these numbers. Some libraries find it necessary to arrange the material in numerical sequence pending the arrival of the catalogue entries and would like to see more coordination between the arrival of publications and catalogue entries.

The Appalachian Regional Development Act of 1965 concerns the economic development of an area comprising the State of West Virginia and certain counties in eleven other states. A commission appointed under the Act consists of representatives drawn from all the governments of all states concerned, and the federal government. The task of the commission is to plan and coordinate the development of the area, utilizing federal and local funds because the area is considered to be too poor to match normal grants. The extra aid applies to public libraries as well as natural resources, conservation, roads, health and education. In the first two years of its operation the Act provided $2,700,000 towards the cost of constructing thirty four public library buildings.

The Depository Act, 1895-1962, achieves the deposit of U.S. government publications in designated libraries. Deposit libraries may be designated at the rate of two in each congressional district, two in each state, and two in each region. In 1966 there were 903 deposit libraries, which received more than eight million copies of federal documents between them, and more libraries are expected to be designated appropriately. In return for receiving free copies of government publications the deposit libraries have to preserve the publications, supply a regional reference service with them, and lend them to other libraries on request.

The Economic Opportunity Act, as amended in 1966, is concerned with one of the major social and economic problems in the U.S.A., that of the welfare of the underprivileged. Great numbers of people are unemployed, poorly housed, and have little education. The Act seeks to improve conditions for these people by training them for employment, providing the means for continuing their education, easing their economic hardships, and making better use of their leisure time. Implementation of the Act relies heavily on the support of volunteers to assist the inadequate supply of trained social workers. A variety of programmes has been introduced and several groups of volunteeers have been organized. For instance, VISTA, short for Volunteers in Service to America, enlists dedicated people on low rates of pay to live among the underprivileged while organizing job corps centres to teach vocational skills; the Neighbourhood Youth Corps concentrates on young people from sixteen to twenty one in providing vocational training and finding employment for them. The Work Study Program assists poor students to take part time courses in higher education by finding suitable employment for them to support themselves and pay for their education; and the Head Start Program cares for children of pre-school age.

The Act has affected libraries in many ways. The Job Corps Centers have established some libraries of their own, with advice and assistance from public libraries, and some public library branches have been established in underprivileged areas with subsidy provided by the Act. Job Corpsmen have been trained to work in public libraries; under the Work Training Program young people have been provided with full or part time employment in libraries to enable them to continue their schooling; under the Work Study Program college students have been provided with part time employment in libraries with 90% of the wages paid from subsidy. The Community Action Program has led to considerable experimentation with techniques of promoting reading: library materials and services are often taken to the people in their own environment by unconventional means, while every encouragement is given to the poor people for them to come to the library. Library materials, premises and services have been developed and made available specially for such activities. In so doing libraries have qualified for subsidy under the Act.

The Elementary and Secondary Education Act, as amended in 1966, inter alia, subsidizes the development of school libraries. Public libraries which provide services to schools under contract with the school authorities share in the subsidy paid under this Act. The improvement of libraries in educational institutions, as achieved by this and other U.S. legislation, is of general benefit to public libraries in that they are relieved from responsibilities which properly belong to the educational institutions.

The Federal Property and Administrative Services Act of 1949 authorizes the U.S. Department of Health, Education, and Welfare to dispose of surplus land and other property to states and local government for educational purposes. Between 1961 and

1966 fifty four pieces of land valued at $3,205,975 in all were transferred free of charge for public library purposes.

The provisions of the Higher Education Act of 1965 contain several benefits for public libraries, instances of which are:

1. The Shared Cataloguing and Acquisition Program administered by the Library of Congress, recipient of a grant of $3,000,000 in 1967. This programme originated from a proposal by the Association of Research Libraries that Library of Congress cataloguing be extended to cover more foreign publications of research value, in order that other libraries in U.S.A. might be saved from the cost of original cataloguing with the possibility of wasteful duplication of effort. To achieve this goal the Library of Congress has arranged with other national libraries, including the British Museum and the National Library of Australia, to receive advance bibliographic information about currently published books of scholarly interest. Library of Congress catalogue cards are then issued as quickly as possible for these books. The programme saves on cataloguing costs and facilitates the acquisition of foreign publications.

2. The research programme administered by the U.S. Office of Education, recipient of a grant of $3,550,000 in 1967. The programme sponsors research into matters such as the use of library resources, the development of library and information services, and the training of librarians and other information personnel. Although not concerned exclusively with public libraries, the research is obviously of benefit to them.

3. Specific projects such as planning involved in the Detroit Metropolitan Library Project, for which a grant of $28,000 was made, and improved facilities for student research, in the form of more books and longer opening hours, at the Kansas City [Missouri] Public Library and Tarkio College Library in Missouri.

The Housing and Urban Development Act of 1954 supplements state and local funds for comprehensive urban planning activities and provides grants for planning and construction of facilities such as community centres, health centres, youth centres, and libraries. Short term loans may be obtained from the Housing and Home Finance Agency for planning of community buildings such as libraries, interest free and repayable when construction begins. Long term loans may be obtained for the construction of public buildings, including libraries, in areas of small population. Grants may be obtained for regional planning of library development. In 1966 subsidy under this Act assisted the establishment of 500 branch libraries and 424 bookmobile stopping sites. In 1966 and 1967 another seventeen community buildings including public libraries were subsidized to the extent of $2,500,000, compared with the $1,200,000 advanced from local funds.

The National Foundation on the Arts and the Humanities Act of 1965 offers grants to libraries for the purpose of strengthening special collections in the arts and humanities, building new collections, and providing training and research in these subject fields. There are two separate councils appointed under the Act to administer its provision, plus a national Council on the Arts and Humanities with the role of effecting coordination between the first two councils, and between the Foundation and other government agencies. The National Council on the Arts administers the National Endowment for the Arts, which provides matching grants for approved work in the field of the arts, and the National Council on the Humanities administers the National Endowment for the Humanities, which provides non-matching grants and loans for research, training, publication of scholarly works, and exchange of information in the field of the humanities. A recent instance of the application of this Act was the award of $15,000 from the National Endowment for the Humanities to the Tulsa City-County Library to study the role that literature, philosophy, history, and politics can have in urban affairs.

The Older Americans Act of 1965 offers grants for the development of library collections and services for the benefit of the aged.

The Public Works and Economic Development Act of 1965 may also be utilized for the construction of public library buildings if they are located in designated development areas and are to serve as area or regional libraries. Criteria used in the allocation of grants are whether the library, or other building, will contribute to the economic development of the area, and whether it will create employment.

The State Technical Services Act of 1965 is intended to keep industry up to date with technological knowledge and processes.

Both the State Library of California and the Carnegie Library of Pittsburgh are taking advantage of this Act to improve service to business and industry. The latter conducts a service known as PENNTAP, short for Pennsylvania Technical Assistance Program. Since May 1968 the science/technology department of the library has operated a large bookmobile carrying books on business. It works through district library centres, helping them to set up meetings with businessmen. The objects are to inform business and industry of the technical and engineering information available from libraries, and to give small businessmen access to materials they could not afford for themselves, incidentally enabling them to compete fairly for government contracts.

In addition to the subsidy paid to libraries under the legislation already mentioned, considerable federal aid is available to libraries in the form of services rendered by national institutions. Notable amongst these are the Library of Congress, the Smithsonian Institution, and the National Gallery of Art.

For many years the Library of Congress has assisted other libraries by making available the results of its own bibliographical work. The classification system devised in that library, list of subject headings, etc., have been published and issued on sale, as well as cataloguing in the form of printed catalogues, cards and proof slips. Most libraries in the U.S.A., and many elsewhere, rely on the cataloguing service to save themselves the cost of original cataloguing. This service is shortly to be improved by the provision of catalogue entries on machine readable tape for the benefit of those libraries using computers. The research that has gone into this development has proceeded in collaboration with other libraries so that their needs might be served best, and as an adjunct to the research of the Library of Congress has developed a programme known as LOCATE, short for Library of Congress Automatic Techniques Exchange, in order to share the results of its own research and that of other libraries. Mention has been made previously of the roles played by the Library of Congress in connexion with the Agricultural Trade Development and Assistance Act and with the Shared Cataloguing and Acquisition Program under the Higher Education Act. Another service is the supply of reading materials for the blind and physically handicapped throughout the nation: the thirty four regional libraries are stocked by the Library of Congress in premises supplied and staffed by state library agencies.

The Smithsonian Institution lends a variety of art and history materials for exhibition in libraries, requiring only payment of return freight.

The National Gallery of Art lends films and art exhibitions to libraries.

State governments

California

The State Library of California administers the distribution of state subsidy and federal subsidy under the Library Services and Construction Act, and supplements state subsidy with services to libraries.

In 1966-67 federal subsidy for Californian public libraries under the Library Services and Construction Act totalled $5,856,167, and state subsidy under the California Public Library Services Act, not including the cost of services supplied by the State Library, totalled $1,000,000. Federal subsidy was allocated:

$2,666,778 for services,
$3,170,504 for buildings,
$ 7,075 for planning of interlibrary cooperation,
$ 7,075 for planning of library service to institutions, and
$ 4,735 for planning of library service to the physically handicapped.

State subsidy was allocated:

$ 322,915 for establishment costs,
$ 658,414 for per capita grants, and
$ 18,671 for project grants.

Payment of all subsidy was limited to library systems.

State establishment grants provide a maximum of $10,000 p.a. for two years, for each library within a system. Per capita grants are made after establishment grants cut out. Project grants are additional funds for sparsely populated areas.

The California Public Library Services Act first introduced state subsidy when it was passed in 1963. At that time subsidy was limited to a maximum of 2% of the local budget. The inadequacy of this limitation was soon realised and within a year the State Legislature decided to increase the limit by 2% a year until a maximum of 10% of the local budget is reached. Dissatisfaction is felt amongst library authorities in California that the state lags behind New York, the only other state of comparable population, where appropriation for library subsidy exceeds $15,000,000 a year and represents at least 18% of the total expenditure on public libraries. The appropriation of $1,000,000 by California in 1966-67 is considered to be greatly inadequate.

An amendment of the Public Library Services Act in 1966 provided a formula for determining the amount of state subsidy paid to public libraries. The formula was designed to recognize the 'factors of need, ability and effort', and contrived to pay the poorer areas the most. Subsidy is not paid to every public library, and only library systems, as distinct from independent libraries, are eligible to receive consideration when the state's appropriation is being allocated. In order to qualify for consideration library systems must meet state regulations and standards, and must submit accounting information with their applications.

Library systems, discussed more fully in the next chapter, are comparable with what are known as regional libraries in New South Wales, i.e., libraries each operated on behalf of several local government authorities. There are thirteen cooperative library systems in California, and seven single or consolidated library systems. The latter are the extremely large public libraries such as Los Angeles Public Library and Los Angeles County Public Library which in themselves have the size considered by the state to be necessary for attainment of efficiency and economy in provision of services. From the time federal subsidy was introduced in 1957, and state subsidy in 1963, the California State Library has used both to promote the development of library systems. Subsidy has been paid only for initial developmental projects, in the expectation that libraries will become fully supported from local funds.

The 1966 amendment of the Public Library Services Act was influenced by a statewide survey of public library service by Dr Lowell A. Martin and Roberta Bowler. Their report to the state librarian in 1965 outlined a plan for library development in which there were to be five related levels of service:

1. Local community libraries,
2. Reader subject centres,
3. Library systems,
4. Reference and research centres,
5. State Library coordination.

Reader subject centres were to provide more extensive collections than local community libraries within a region, and to supplement local resources by means of ready communication and interlibrary loans. For readers who preferred to visit the reader subject centres personally the centres were to be located within half an hour's driving distance in metropolitan areas, and an hour's driving in other areas. The three major reference and research centres advocated were to be existing large libraries in Los Angeles, San Francisco, and Sacramento, with means of communication developed to make their resources available throughout the state. This structure was seen as a means of developing book resources and of making the greatest use of them. For administrative purposes there should be nine cooperative library systems covering the whole of the state, with coordination effected by the State Library.

The California plan proposes the utilization of state funds for development of book resources in reader subject centres and reference and research centres, and for support of the administrative structure in library systems and the State Library. Local community libraries will continue not to receive direct subsidy, and subsidy will not be paid to any library that is not part of a library system. Further implementation of the plan awaits appropriation by the State Legislature.

In the meantime the State Library of California is pursuing its role of coordinating library services throughout the state and of supplementing subsidy with the provision of its own services to other libraries. These include:

1. A consultant service to advise and assist public libraries,
2. Holding of workshops for public librarians,
3. Central processing,
4. Reference service,
5. Interlibrary loans,
6. Maintenance of a union catalogue for major libraries in the state.

The Library consultant services employ eight experienced librarians as consultants to work throughout the state with librarians, trustees, local officials, and citizen groups interested in developing and improving library service. The State Education Department serves schools directly. Consultation is free on request. There is no supervision of libraries and advice may be taken or ignored. The state librarian, however, is required by law to visit county libraries once in five years, but does not succeed in doing so. A visit and survey by a consultant precedes the giving of advice. Sometimes advice will be given without being requested. Supplementary to the service given by consultants is the maintenance in the State Library of a clearing house of information on all phases of library organization and practice, on personnel, budgets, buildings, and community relations.

Workshops and institutes are conducted by the Library consultant services for the benefit of public librarians and trustees. The workshops, of one day's duration, concern such topics as the handling of government publications, personnel, the state plan for public libraries, and functions of trustees.

Other State Library services, listed as 3-6 above, are discussed elsewhere in this report.

Maryland

The Maryland State Department of Education, Division of Library Extension, administers the distribution of state subsidy and federal subsidy under the Library Services and Construction Act. State subsidy in 1968-69 totals $2,180,000, equal to fifty four cents per head of population in the state, and thirty per cent of the total expenditure on public libraries from local and state funds.

To qualify for state subsidy libraries must raise seventy per cent of the budget from local tax sources and meet the requirements of the state in respect of standards of service. One requirement is that libraries must be systems no smaller than county wide. All twenty four counties in the state, including the city of Baltimore as one county, qualify. From July 1968 library systems must spend at least $1.80

per head of population from local funds on current operating expenditures.

The State Department of Education has a legal responsibility to 'provide a ... service of books, pamphlets, clippings, reading courses and visual materials for the libraries of the State'. To meet this responsibility it has entered into contracts and agreements with participating libraries for them to operate a statewide network of interlibrary loans and reference service. The Enoch Pratt Free Library at Baltimore and the University of Maryland Libraries at College Park are designated as special resource libraries and are compensated for making their book collections available to all residents of the state through the interlibrary loan system. A well organized system of communication for effecting interlibrary loans, subsidized by the Department, centres on the Enoch Pratt Free Library.

New York

The New York State Library at Albany administers the distribution of state subsidy and federal subsidy under the Library Services and Construction Act, and is active in leading library development generally throughout the state. It is concerned with implementing a statewide plan for promotion of public libraries and integration of their services with those of other libraries through a network of interlibrary loans. Amongst its current projects are investigation of automation and central processing for the whole state.

Federal subsidy, under the Library Services and Construction Act, totalling $2,800,000 has been allotted to the state for the year 1968-69. State subsidy for the same period is over $15,000,000, an amount greater than that provided by all the other states together.

State subsidy is provided for library systems and for reference and research library resources. Most of it goes to library systems. Individual libraries that are not recognized as systems do not receive subsidy.

A. Population. Each system annually receives forty cents per head of population.

B. Book expenditure. An annual grant of thirty cents per head of population is available to systems spending at least forty cents per head from local funds on the purchase of books.

C. Area.

Libraries serving one county or part of a county receive annually $8 per square mile.

Libraries serving two counties receive $12 per square mile.

"   "   three "   " $15 "   "   "

Libraries serving four counties receive $20 per square mile.
" " five " " $24 " " "

D. Number of counties.

Libraries serving less than one county receive $10,000 annually.
" " one county " $15,000 "

In a multicounty system $20,000 is paid annually for each county.

E. Central libraries.

i. Four fifths of the cost of purchasing non fiction for the central library in a system is subsidized until the goal of attaining a minimum of 100,000 volumes is attained. Once the goal is attained the same rate of subsidy continues with a limit of 3,000 books annually.

ii. An annual grant of five cents per head of population is paid for central library services, subject to submission of a plan for their further development and meeting of standards.

F. New York Public Library. The Research Libraries receive an annual grant of $525,000.

G. Reference and Research Library Resources. The first appropriation of $700,000 was made in 1966 to finance investigation of increasing the availability of books by linking reference and research libraries in a cooperative network.

There are 726 public libraries in the state, most of which are too small to meet standards on their own. The state's concern for them began twenty five years ago. Early legislation made it mandatory for counties to establish libraries when petitioned to do so, but membership of library systems has always been voluntary, with the state's encouragement particularly in the application of subsidy. Aid has been confined to systems with the objective of raising standards of library service. Most public libraries are now members of the twenty two systems covering the state.

A study made in 1960 of possible reference and resources programmes concluded that it was beyond the means of public libraries to serve research workers properly on their own. This led to a plan for cooperative pooling of resources, involving academic and special libraries as well as public libraries. The finance first provided in 1966 enabled the programme known as The 3R's, Reference and Research Library Resources, to be established. There are now nine Reference, Research, and Resources Systems in the state. Each of them is expected to develop strong resources within its area. They operate through teletype, linking local libraries with state area referral centres and through them with the State Library. The State Library has contracts with major research libraries to supply specialized material not available in other libraries. Requests for interlibrary loans do not cost the requesting library anything, but the State Library pays the contract libraries in universities, etc., for each loan requested in order to compensate them for opening their collection in a limited way to the public. The rate of payment is $2 for each request not filled and $3 for each request filled. At this stage only school libraries have still to be brought into this cooperative arrangement. There are fifteen libraries other than public libraries subsidized for acting as referral centres for interlibrary loans, and eleven subsidized for acting as subject referral centres. There is a Reference, Research, and Resources Council in each of the nine regions, with an executive director and board of trustees from member institutions for each Council.

The State Library also provides a consultative service to public libraries through its Division of Library Development. The Division's consultants, who are well qualified and experienced, deal with library systems assigned to them and give advice as required. In theory they lead, inspire and guide, acting as a sounding board for troubles and ideas. Up to ten years ago the Division's consultants dealt directly with librarians, many of whom were unqualified, all over the state. The linking of libraries in systems over the past ten years has led to a decentralization of consultation, each of the twenty two systems accepting local responsibility for the small libraries within it.

The Division of Library Development maintains a film collection, the largest in the state, to supplement collections in local libraries.

Current investigation is exploring the possibilities of establishing a statewide processing centre. It is proposed to catalogue centrally and to do the physical processing in six-eight centres. Some of the details, such as whether to have a book or card catalogue, have yet to be finalized. The feasibility of processing books for school and college libraries at the same time is one of the possibilities being considered.

The advanced stage of library planning and development in New York State stems from the belief that 'without libraries education is not complete'. The Report of the Commissioner of Education's Committee on Public Library Service in 1957 stated that 'Public libraries are not a public luxury. They are a public necessity and must have adequate public support.' Achievements to date, appropriate to the wealthiest and most heavily populated state in U.S.A., have been due to the State Education Department's concern for improving all kinds of education in the state. The Department itself is responsible to the Board of Regents of the University of the State of New York, which is not a corporate institution, and is involved in all levels of education including the administration of a state university. A part of the Department is the State Library, which itself is a large library with a stock of three million volumes, and which is responsible for fostering public library development throughout the state. The latter role is viewed very seriously, and support for doing so is expected to appear shortly in the report of the President's National Library Advisory Committee, which is likely to contain a recommendation that state libraries should be leaders in evolving new programmes of library service, and should have a larger role to play in the development of libraries.

The Department's recent evaluation of public libraries in the State of New York contained an interesting observation concerning subsidy:

> One of the theories upon which State aid is based is that the upper limit of real estate taxation is being approached in many areas and that State aid is the major available means of providing the needed expansion of service and resources. A 20 percent State share was envisaged in the 1957 'Report of the Commissioner of Education's Committee on Public Library Service'. Since then, operational costs for public libraries have risen at least 50 and, probably, 65 percent; local library taxes in New York, by 98 percent; and, despite a 300 percent increase in State aid, the ratio of State to local tax support is already declining from the 20 percent share envisaged in the 1957 report. If the State aid versus real estate theory is to be implemented in the face of rising costs and recognition of necessary expansion, it follows that the amount of increase in aid from the State must more nearly match the increase at the local level.

In 1966 the State Library made an evaluation of the effects of federal aid over the past ten years. Since the Library Services Act became effective in 1956:

> There has been an almost total transformation of New York's public library landscape. It is the result of an uncommonly common effort by local, State, and Federal agencies to achieve the goals of modern library service in the face of conditions of environment that are changing at a rate faster than in any previous time in history.

Achievements summarized in the evaluation were:

1. The numerous public libraries previously operating as isolated units with inadequate support, materials, and staff, had been brought together in twenty two library systems offering improved and coordinated services.

2. State subsidy had been increased from $2,350,000 in 1956 to $10,200,000 in 1966 as a result of federal subsidy having been used on demonstrations, research, conferences, and financing of new state consultant positions which promoted the development of library systems.

3. Local government had substantially increased its own financial contribution to the support of libraries once the need for improved service had been shown.

4. The people had been granted access to more libraries because of the development of library systems.

5. Indirect access through interlibrary loans had been increased enormously. This facility had been improved by linking of libraries with TWX, Teletype Writer Exchange, installed with federal subsidy.

6. Bookmobile demonstrations effected with federal subsidy had achieved continuance of bookmobile services with state and local funds.

7. Eight consultants employed by the State Library with federal subsidy had done much to improve standards of service in public libraries.

8. Central libraries in rural library systems had been strengthened so that better reference service could be given.

9. The supply of trained librarians had been improved.

10. Special services to the underprivileged had been made possible.

11. Book stocks had been improved.

12. More books had been made available in smaller libraries through bulk and rotation loans from systems.

13. The use of audio-visual materials had been stimulated. Federal subsidy enabled library systems to start their own collections of films and records, and the State Library to build large collections used in supplementing local collections.

14. Library buildings had been erected or improved. The state's application of federal subsidy for this purpose gave priority to central library buildings because their needs had become most acute with the growth of book stock acquired with the aid of subsidy.

15. Federal subsidy had made it possible for the State Library to engage in research and planning of benefit to libraries throughout the state. Improvements had already been effected, for instance, in cooperation to meet student needs, in-service training, recruitment, and the reference and research library resources programme, while investigation of statewide central processing was continuing.

Pennsylvania

The State Library of Pennsylvania administers the distribution of state subsidy and federal subsidy under the Library Services and Construction Act. State subsidy amounted to over $4,000,000 in 1967-68.

Three kinds of subsidy were provided by the Pennsylvania Library Code of 1961, each with the object of improving library service, and each subject to conformity with state standards.

1. Subsidy to local libraries. A per capita grant was offered, rising to twenty five cents over a five year period. To be eligible, libraries had to increase their expenditure within that time from an initial local tax of a quarter

mill or $1 per head of population, whichever was the less, to a half mill or $2 per head. A mill is $.001. The full amount of twenty five cents was paid in 1967.

2. Subsidy to district library centres. An additional annual subsidy of twenty five cents per head of population, also to be attained progressively over a five year period, was provided for district library centres, in respect of residents in the district outside the centre's own library area. The state was divided into thirty districts and the strongest library in each was designated as the centre. As five of the districts did not have public libraries strong enough to act as centres, college libraries were designated in them instead. In their case the state provides the consultative services normally expected of the centres, and pays the colleges half the usual amount of subsidy. Objectives in establishing district library centres were to improve the services of local libraries and to encourage the formation of library systems. Each centre is required to offer interlibrary loans, reference service, consultative services, and whatever else the budget will permit.

3. Subsidy to regional resource libraries. Four major libraries, the Carnegie Library of Pittsburgh, the Free Library of Philadelphia, the Pennsylvania State Library at Harrisburg, and the Pennsylvania State University Library at State College [City], each receive $100,000 a year to make their resources available throughout the state by means of interlibrary loans, and to extend the range of titles available by undertaking specialization in agreed subject areas.

The State Education Department has recently made a special grant of $100,000 to the Governor's Advisory Council on Library Development for the investigation of library service to students and determination of areas of library responsibility to students. The Council, established by the Library Code, normally advises the Governor on the position of libraries in the state, including such matters as the appointment of the state librarian.

The Library Code of 1961 resulted from a survey of library resources in the state made by Dr Lowell A. Martin in 1957. He resurveyed Pennsylvanian libraries in 1967 to find out how the plan was working out. His report is expected to find that the plan in action has had only limited success, and that some changes are necessary. He is believed to have found that progress has been too slow owing to lack of money, and lack of qualified staff in country areas. In some instances people straight from library school have been employed as consultants.

Several criticisms of the state plan were expressed in the two district library centres and regional resources centres visited at Philadelphia and Pittsburgh.

1. Subsidy is inadequate.

a. The twenty five cents achieved after five years had less value than originally estimated, owing to rising prices.

b. No provision has been made for building construction at the district centres which are now overcrowded.

c. The interlibrary loan system has resulted in increased use of materials and in the necessary duplication of some materials. As an instance of the economies that have been necessary to meet the rising costs of providing this service, children's books have had to be excluded from interlibrary loans at Pittsburgh.

2. The overlapping of county boundaries in the formation of the districts has caused a problem in development of county service. The district has no taxing or administrative power, whereas the county has. Attempts are now being made to have districts comprise whole counties.

3. Some districts are too small and have too little money at their disposal.

4. Some district centre libraries were too weak to begin with in terms of books and staff, and are unable to cope with the situation adequately.

5. College libraries do not make good centres for public library districts because of their different orientation.

Incidental information was gained in other states visited which suggests that there is a general tendency in the U.S.A. for the states to promote the development of public libraries through payment of subsidy, with particular attention to the larger administrative units known as library systems, library cooperation, and book resources.

In Colorado grants are made to library systems. Individual libraries that are members of systems are further assisted by service from cooperative agencies, the Bibliographical Center for Research at Denver and the Northern Colorado Processing Center at Greeley, for which the Colorado State Library pays the relevant membership subscriptions.

In Illinois the Chicago Public Library is one of four system research centres subsidized by the state.

In Kansas the State Libraries of Kansas granted $8,613 to each of seven library systems in 1968 for the purpose of developing in them collections of centralized reference-resource materials. Subsidy is also paid to KIC, the Kansas Informational Circuit, for operation of an interlibrary loan system involving library systems and the Kansas State University. Legislation will change KIC to TASK, The Total Access System of Kansas, in 1969, when the activities of university, college and public libraries will be coordinated.

In Massachusetts the Board of Library Commissioners, through the Bureau of Library Extension in the State Education Department, administers the distribution of state subsidy and federal subsidy under the Library Services and Construction Act. State subsidy is paid directly to public libraries at the rate of twenty five cents per capita, to be increased to forty cents in the near future, and to regional library systems at the rate of twenty five cents per capita.

In Missouri the State Library Commission administers the distribution of state subsidy and federal subsidy under the Library Services and Construction Act. State subsidy in 1967-68 amounted to $473,027 and provided for establishment grants to five counties which had joined library systems, equalization grants to two county libraries in poorer areas, and grants of twelve cents per head of population to eligible library districts. The St Louis Public Library functions as a major resource library under the state's plan for development of public library service, and provides a statewide reference service. In 1966 it received a federal grant of $100,000, under the Library Services and Construction Act, to develop this service.

b. CANADA

Dominion government

The Canadian federal government does not directly subsidize public libraries in the provinces, although it provides indirect subsidy in the form of services given by departments.

The Canada Council provides scholarships for the training of librarians, and makes special grants to public libraries and for library publications. The Dominion Bureau of Statistics conducts surveys of public libraries in collaboration with provincial library agencies, and supplies the published reports free of charge to libraries. Capital grants, under the Municipal Winter Works Incentive Programme, are made to municipalities for projects which may include work on public library buildings: the grants have an upper limit of $50,000 for a new building, and otherwise amount to half the cost of building wages. The National Film Board supplies copies of its films to public libraries. The National Gallery supplies exhibitions at small cost. The National Library maintains a national union catalogue to assist libraries in locating books and arranging interlibrary loans; provides a national reference service; and publishes 'Canadiana', 'Periodicals in the social sciences and humanities', and a 'List of Canadian theses', of which at least the first is free to public libraries. The Post Office Department allows concession rates on library books sent through the post. The Queen's Printer supplies federal government publications free of charge to deposit libraries, mostly public, on either a full or selective basis.

Provincial governments

In all provinces except Newfoundland, which has no local taxation, public libraries are supported jointly by local government and provincial government. The amount of subsidy paid by the provincial governments varies. In 1965 it amounted to 17.6% of the total expenditure on public libraries.

According to Lee Ash, who made a survey of Toronto's central library in 1967, 'Canadians are becoming more conscious of the need for better library facilities in the educative process'. Over the past decade several of the provinces have made surveys of their public library services, leading to plans for their development, new legislation, increased subsidy, and an improvement in services. Quebec, for instance, which had been backward in the provision of public libraries, devised a plan for the establishment of twenty three regional libraries covering the whole of the province. Within five years of the Quebec Library Act of 1959 becoming effective the first three of these regional libraries had been established. The amount of subsidy provided by the province increased from $140,000 in 1960 to $959,194 in 1965, whereas local expenditure in the same years increased from $1,093,000 to $2,091,129.

In Ontario, the province visited, the Public Libraries Act of 1966 resulted from a survey made in 1965 by Francis R. St John. His report dealt largely with the needs for larger units of public library administration, and for integration of the services provided by different kinds of library. The Act is confined to public libraries but contains a clause permitting them to enter into agreements for supply of library service to other bodies.

Subsidy under the Act is paid according to an involved formula designed to foster the development of larger administrative units, and to assist poorer regions more than others. A basic grant relates to the number of certificated librarians employed. Municipal and county libraries receive grants relating to their expenditure and the assessed value of property in the municipalities, with a weighted scale for assessments. County and regional libraries receive additional grants based upon the size of the region and other factors. The Act discontinued payment of subsidy to subscription libraries and contained provision for their joining of a public library system or transfer of assets to a public library.

The amount of subsidy provided in 1966 was $4,755,810, equal to 22.6% of the total expenditure on public libraries in Ontario. In 1967 it was $6,000,000, equal to 25% of the total expenditure, and in 1968 $6,600,000, again equal to 25% of the total expenditure.

Development of libraries is now reaching the stage where the prospect is being considered of eliminating direct grants to small libraries within a region. Regions, however, remain permissive and cooperative, and all counties within a region contribute the same rate of tax levy to the region. The larger libraries are paid for services rendered.

c. ENGLAND

The central government does not directly subsidize public libraries. However, it does finance national libraries which have as their specific objective the assisting of other libraries, notably public libraries, with resources and interlibrary loans.

The concern of the British government for the provision of public libraries is expressed in its legislation as well as in the financing of national libraries. The Public Libraries and Museums Act of 1964 brought public libraries under the general control of the central government for the first time, and empowered the Minister for Education and Science to impose standards and to enforce them. The provision of efficient library service was made obligatory for local authorities, and, because small libraries were considered to be uneconomical and relatively inefficient, the Minister was authorized to abolish library authorities below 40,000 population. The Minister was further empowered to create Regional Councils for the purpose of arranging cooperation between various types of library. Points in common between this legislation and library legislation in North America are the concern for larger units of public library administration and for library cooperation.

An instance of the effects of the Public Libraries and Museums Act of 1964 may be seen in the City of London, the innermost portion of the metropolitan area. Traditionally the City had provided only a reference service for the large daytime business population and tiny resident population. To meet the requirements of the Act the City is now busily engaged in developing a system of lending libraries as well.

Another Act which achieved, inter alia, the enlargement of library units of administration was the London Government Act of 1963. When this Act became effective in April 1965 it reduced the number of boroughs in the London metropolitan area from eighty two to thirty two. The resulting amalgamation of boroughs meant also the amalgamation of libraries. Previously the Library Association [of Great Britain] had submitted to the Royal Commission whose findings led to the passing of the Act that if amalgamations of boroughs were to occur a convenient size from a library point of view would be new boroughs containing a population of around 250,000 in each.

One of the two national libraries whose function it is to assist other libraries by augmenting their resources and services is the National Lending Library for Science and Technology, a sub-department of the Ministry for Education and Science. Established in 1957, it commenced operations on its present site at Boston Spa, between York, Leeds, and Bradford, a few years later. Originally the library was responsible for collecting all periodical literature likely to be of interest to the practising scientist and technologist, with the underlying notion that at least one copy of such literature would be available there in case it were not held by other libraries. From late 1967, however, its scope has been broadened to include periodicals in the social sciences as well.

Until 1960 the library collected only periodicals in science and technology, then began to add current books in these subject fields: the only pre-1960 books held have been donated. Acquisitions now include all available Russian books in science and technology. Purchase of books in other languages, which tend to be French and German, is more selective and is mostly of the more expensive books that other libraries are unlikely to have. Book acquisitions number about 1,800 English, 400 Cyrillic, and 300 other a month. For some curious reason the existence of the book collection has not been publicized, and is not generally known about.

The overall rate of acquisitions substantiates the library's claim that the government does not stint the library with funds for purchase of stock. Over 26,000 periodical titles are received currently, some in multiple copies, with at least 1,500 new titles added each year. Other acquisitions are of reports on microfiche, replacing microfilm since 1964, mainly from the U.S.A. as acquired for the library by the Clearinghouse for Federal Scientific and Technical Information.

Loans are made free of charge, except for postage, to libraries and organizations throughout the United Kingdom. Individuals, however, are welcome to read on the premises, on a self-help basis, and may even order their materials in advance of arrival. Outward postage on loans is claimed in advance by sale of loan request forms at a price of £4 for fifty sets of forms, the cost of postage being calculated on an average basis. As a twenty four hour service is attempted, and cheap postal rates are made available by the government, loans are sent individually by post whenever possible, instead of by rail.

Periodical articles, when the precise reference is given, are copied by Xerox if it is cheaper to do so than to post the original, and the copy is supplied free. Similarly a Xerox copy of microfilm or a reproduction of microfiche is supplied free. Copying for overseas libraries is available at a charge.

Considerable translating of Russian literature is done. The library regularly has sixteen periodical titles translated, and arranges for other translation to be done on request, at cost to the body making the request. Copies of translations are available for sale.

The other national library specifically concerned with helping other libraries is the National Central Library in London. It is concerned exclusively with library cooperation, as discussed in Chapter 3.

All four national libraries in England, the British Museum, Science Museum Library, National Lending Library for Science and Technology, and the National Central Library, are currently the subject of a government inquiry by the Dainton Committee. Drastic reorganization could result.

d. SCOTLAND

As in England, the central government does not subsidize public libraries, but does assist them by supporting a national library exclusively concerned with interlibrary cooperation. The Scottish Central Library, discussed in Chapter 3, is the central point for library cooperation in Scotland. It derives 75% of its income from the central government and the balance from local authorities, voluntary contributions, and charges. It does not deal directly with the public but with other libraries.

Conclusions

The role of public libraries in general education and informational service to business, industry and research is better realised in the countries of England, Scotland and U.S.A., where libraries are older and more firmly established, than in New South Wales. There is an awakening awareness of the value of public libraries in Canada where an attempt is being made to match the development of public libraries with educational, scientific and technological progress. As stated in New York, 'Public libraries are not a public luxury. They are a public necessity and must have adequate public support.'

In 1939, when the New South Wales Library Act was passed, providing for payment of subsidy to promote the development of public libraries, neither Great Britain nor North America had a regular subsidy system. Since then, Great Britain has turned to the provision of services from national libraries to assist public and other libraries, and North America has turned to a direct subsidy system.

The stimulus to public library development afforded by payment of subsidy to local government is well demonstrated in Canada and U.S.A., where grants from provincial, state and U.S. federal governments in recent years have achieved remarkable progress. The usual requirements of grants being matched by local government and of standards being attained have been readily accepted by local government, with a consequent increase in expenditure from local funds to achieve the desired effects.

Elsewhere, as in New South Wales, the question is sometimes asked whether local government can afford to pay much more from local rates on public libraries. While it is not established that all local governments in New South Wales have reached the upper limits of their rating ability, the impression given is that they are at least approaching that position. The answer would appear to be, as elsewhere, that more subsidy is necessary to increase local funds, and that subsidy should be used more to improve library service through enlargement of units of library administration and increased library cooperation.

Library subsidy in New South Wales has been unchanged since 1959. Each council providing a library service receives between twenty and thirty cents per head of population, according to the amount expended from rate income. Many councils spend more than the thirty cents from rate income necessary to earn the maximum amount of subsidy; few receive less than the maximum amount of subsidy. Since 1964 the Library Board of N.S.W. has been advising the Minister for Education and Science that subsidy provision is too low, and that there should be a maximum of eighty cents per capita. Rising costs since that date suggest that the Board's recommendation should be revised, and accentuate the inadequacy of the present rate of subsidy. The Board has also been consistent in advocating the establishment of regional libraries as a means of improving library service and getting better value for the money spent on libraries: in 1967 it issued the 'Proposed regional library plan for New South Wales' to all councils in the state. In the same year it advised the Minister that the development of library services would be greatly assisted if councils were to receive capital assistance in respect of library buildings, but with particular reference to regional libraries.

The Report of the Royal Commission into Local Government Finance in New South Wales, issued in 1967, also drew attention to the inadequacy of the state's library subsidy. It said:

In view of the importance of library services in an enlightened society and as

> an aid to education as well as the means of enabling everyone in the community profitably to enjoy their leisure, it seems proper that the costs of maintaining library services should, as the Library Act intended, be shared by local and central government and it is reasonable that they should be shared equally. (A re-appraisement must be made of ... subsidy in the light of present day costs and the increased amounts being expended by Councils.)

There has been no increase in subsidy as the result of these recommendations. The only response to them by the State Government was in the form of promises made immediately before the elections of May 1968 by the Premier and Deputy Premier. The Premier promised, if his Government were returned to power, that there would be an increase in the rate of subsidy; and the Deputy Premier, who is also the Minister for Education and Science, promised that additional subsidy would be introduced in respect of capital outlay on regional library headquarters. The Government was returned to power, and the promises have not been honoured yet.

While a general increase in subsidy is sadly overdue, and the hint of extra subsidy for regional library development is welcome, attention might be drawn to the need for subsidy in respect of building book collections. Most public libraries in New South Wales are less than twenty years old, and with inadequate financial resources their bookstocks are deficient. The service rendered by the Public Library of N.S.W. in supplying public libraries with bulk and individual loans of books has been curtailed in recent years, and the Library Board of N.S.W. has given only token assistance to the libraries in the Sydney and Newcastle areas that have been trying to develop their resources by means of library co-operation. Authorities in North America recognize the need for strong book collections, and commonly apply subsidy to that end, at the local, regional and state levels, all connected by a network of interlibrary loans. Short of providing direct subsidy, the New South Wales Government could at least help public libraries more by establishing an interlibrary loan referral centre and by arranging for the free deposit of New South Wales Government publications in selected public libraries.

It is also reasonable to expect the Commonwealth Government to provide subsidy for public libraries in the Australian States. That Government in recent years has expressed concern for the nation's educational progress by progressively providing more money for the development of universities and schools. Its objective will not be accomplished until it acts on the belief that 'without libraries education is not complete'.

2. REGIONAL LIBRARIES

Summary

It is generally recognized that small, independent public libraries cannot attain the standards of service attained by larger libraries or groups of libraries working together. Larger units of public library administration, called variously library, regional library, regional library system, and library system, are being developed in North America, Great Britain, and Australia, to achieve both efficiency and economy in the sense of better value for expenditure. Administrative patterns vary between a single library serving a whole area, and a group of libraries in an area coordinating their services while remaining autonomous.

Information in this chapter is arranged geographically in the order of Canada, U.S.A., and England.

a. CANADA

Library legislation provides for the establishment of regional libraries in all provinces, and payment of government subsidy encourages their formation. As in New South Wales, the establishment of public libraries and regional public libraries is permissive for local government and not obligatory. Two provinces which have a different method of financing public libraries than the usual are Prince Edward Island and Newfoundland: in the former the provincial government operates a regional library covering the whole of the the province, and in the latter the provincial government bears most of the cost of providing library service, which is achieved through a series of regional libraries covering the province.

The Canadian Library Association advocates the enlargement of the administrative unit of public library service to strengthen the financial basis of library service and to increase the resources of libraries in bookstocks and personnel. It considers that small, independent libraries cannot provide sufficient books to serve the readers properly, and cannot afford to employ librarians with the knowledge and training necessary for the provision of adequate library service.

Ontario, the province visited, has an area of 412,582 square miles and a population of almost seven million. There are three levels of library service within the province, municipal, county, and regional. Ten of the thirty eight counties have their own libraries, which function in the same way as do libraries in the municipalities. Efforts are being made to encourage the development of further county libraries. Three or more counties, or districts in the sparsely populated north, jointly having a population of over 100,000, may form a region for the purpose of providing library service: there are now fourteen regional library systems in Ontario whose boundaries are similar to those of the economic regions. The view is held that the independent public library is now an anachronism and that cooperative effort in a regional system is necessary to provide adequate library service.

A public library board is appointed in each municipality to govern the library. Under the Municipal Act these boards are autonomous corporate bodies, separate from the municipal corporation. Their wide powers are defined by the Public Libraries Act of 1966. In a municipality with less than 10,000 population there are five members on the board, and in a municipality with a population of 10,000 or more there are nine members. Appointment to the board is made by the municipal corporation, or sometimes by the public school board or the separate school board of the Roman Catholic Church. A regional library board is composed of representatives of municipal and county library boards, and is not responsible to municipal corporations except in Metropolitan Toronto where special legislation has created a library board for the corporation.

Regional boards have established one or more of the following policies:

Plan and strengthen reference service and establish a regional resource centre;
Develop interlibrary loans for books, films, and special materials, and introduce cooperative plans for the retention and use of periodicals, etc.;
Establish a Telex and telephone communications network;
Establish a regional circulation system and borrower's card;
Cooperate with school, college and university libraries, and adult education agencies to develop coordinated service;
Establish an advisory service to assist in library development and improved methods;
Publish a regional newsletter;
Sponsor conferences and courses;
Introduce cooperative book selection;
Arrange for a central deposit of little used books;
Establish central cataloguing and processing;
Establish bookmobile service;
Administer central or branch libraries.

These policies are usually implemented by agreement and contracts with member libraries. They are financed mainly by provincial subsidy, fees from member libraries, and sometimes by contributions from member libraries.

Only five of the regional library systems in Ontario give direct book service, and then by means of bookmobiles. They are in the far north of the province where areas are large and population is small. One of these regions, for instance, covers 212,000 square miles. The other nine regional library systems rely on municipal and county libraries to provide the direct service organized by the system. Variety exists also in matters such as using an established library as headquarters or having a separate headquarters: in some regions there is a regional reference and resource centre, and in others reference service is developed in several libraries.

Each regional library board is represented on the Ontario Provincial Library Council. The Council of twenty three members, with other members appointed by the Minister of Education, advises the Minister on matters such as the annual development plan submitted by regional systems. The Provincial Library Service, a branch of the Department of Education, administers his decisions and the provisions of the Public Libraries Act, offers an advisory service to public libraries, publishes library literature, and organizes training facilities for library staff.

Two important surveys have been made of libraries in Ontario, by Ralph Shaw in 1960, and by Francis R. St John in 1965. The second resulted in the Public Libraries Act of 1966. St John's recommendations included:

1. Establishment of more county libraries in the south of the province and district libraries in the north, in the place of small municipal libraries;
2. Establishment of regional reference centres and recognition of the Toronto Public Library as the Provincial reference centre;
3. An increase in the amount of subsidy and limitation of subsidy to regional libraries, regional reference centres, and the Provincial reference centre only;
4. Establishment of central cataloguing for the whole province;
5. Ordering and physical processing by regional libraries for all member libraries and school libraries;
6. Conversion of association libraries into free public libraries.

The Eastern Ontario Regional Library System, based on Ottawa, is one of the largest in Ontario. It covers an area of 10,000 square miles known as the Golden Triangle, and includes ten counties. The system is established to develop and extend library service through cooperative use of library resources, and is financed only by provincial subsidy, particularly in the reference field, without financial contributions from local government within the region. Subsidy amounts to $228,000 in 1968.

The regional library board is formed of people representing the four resource libraries and of others elected at large in the region. A librarians committee comprises one librarian from each of the four resource libraries. The Regional Director is also the Director of the Ottawa Public Library, which is the main resource library and headquarters of the system. The three secondary resource libraries are the Cornwall, Pembroke and Brockville Public Libraries. Altogether there are forty nine libraries within the region, not counting the branches of the libraries.

The regional library system exists to achieve closer cooperation between the public libraries in the region, to develop further library service, and to give library service where previously there was none. No direct service is given to readers: the system enters into contracts with member libraries for this. For instance, the Ottawa Public Library has a contract to provide a bookmobile service covering municipalities around Ottawa. The system bought the bookmobile and pays the Ottawa Public Library for running expenses, supply of books, and employment of staff. Municipalities served by the bookmobile pay the regional system at the rate of ten dollars an hour plus fifteen cents per book circulated. It is planned to introduce three more bookmobiles operating from Cornwall, Pembroke and Brockville.

Interlibrary loans are emphasized. Requests from the member libraries go to the four resource libraries and, if necessary, from the Ottawa Public Library to further afield. Communication between member libraries at the present time is by telephone or by post using Canadian Interlibrary Loan Forms. Member libraries do not pay for telephone calls requesting interlibrary loans, being supplied with Bell Telephone credit cards. The regional system is watching the cost of calls under this system, with view to determining when the installation of Telex will be more economical. About 300 interlibrary loans of non fiction are arranged each month. Borrowing between the member libraries in the region is also facilitated by having borrowers cards interchangeable. Consideration is being given to including school libraries in the interlibrary loan network so that schoolchildren would have improved access to the 700,000 books in the region's public libraries.

The discovery that two thirds of the interlibrary loan requests were for books in languages other than English and French has prompted the system to introduce rotating collections of books in other languages. The collections go from one member library to another in turn, thus assisting the small libraries that could not afford to buy such books for themselves. Rotating collections in English and French are provided also.

The autonomy of every member library means that each is free to follow whatever

It serves 2,500,000 people with ninety three libraries, nine bookmobiles, and service agencies in hospitals, gaols, and detention camps for boys. There are 3,000,000 books in stock, and 11,500,000 loans are recorded annually.

The 1968 budgetary income of $12,880,000 is derived mainly from local taxes. All cities participating in the service of the County Library pay the same library tax on real property. A programme of constructing the library's own buildings in place of inadequate free and rented premises has been substantially assisted in recent years by federal subsidy. The subsidy meets one third of public library building costs, subject to meeting of standards set by the state. A total amount of $2,200,000 has been received under the Library Services and Construction Act for buildings in the past three years, in grants ranging from $103,000 to $459,000. The library has also received federal grants totalling $512,000 for two year demonstration projects of bringing library service to minority areas.

The County Library is fifty five years old, having been established under the County Free Library Law of 1911 at a time when the county was a rural area containing 100,000 people. This law is now incorporated in the County's Education Code. Under the law it is easy for a city to withdraw from the library system, so that the library's political relationships are important. There were withdrawals from the system, but there have been none in recent years. Similarly the option of joining the system has not been exercised in recent years. One city, Torrence, has participated in the system on a contract basis for thirty three years and is about to have the contract terminated by the county because the county thinks the city should join the system fully.

Colorado

Under the 'Colorado plan for library development' of 1967, which in turn was based upon a survey report of Nelson Associates, Inc., in 1965, it is proposed to develop seven public library systems covering the whole of the state and to relate their services to those of other types of library so that everyone in the state will enjoy improved library service. Access to knowledge contained in library materials, according to the plan, 'is a fundamental privilege in a democratic society' and a privilege that cannot be fully enjoyed unless libraries pool their resources cooperatively. As an inducement to cooperation the payment of state and federal subsidy ~~is~~ to be restricted to library systems.

The plan favours federated and consolidated library systems because of the inherent weaknesses in cooperative library systems. Subsidy will be paid to cooperative systems for two years only, and libraries in them are expected to federate areas.

The San Joaquin County has contracted with the City of Stockton for supply of library service since 1910. Service is given through the central library in Stockton, one city branch, six county branches, ten deposit stations, and two bookmobiles. Branches may draw bulk loans from a core collection of 10,000 adults' books and 42,000 children's books, kept primarily as bookmobile stock.

Funds of the Public Library of Stockton and San Joaquin County are derived mainly from local taxes, at present .1467 per $100 of assessed value of taxable property in the city and county. The current budget totals $840,401 of which $656,946 is spent on salaries for the 87.5 members of staff. Subsidy has also been received from the state and federal governments. The $96,000 received in state subsidy between 1957 and 1966 is considered to be particularly inadequate. Federal subsidy employs an extra person at the central library in the Head Start Program: the library is the only one in the state with a programme conducted under the Economic Opportunity Act and has the only library VISTA worker.

The City of Stockton Library, headquarters of the Public Library of Stockton and San Joaquin County, and of the 49-99 Cooperative Library System, was founded in 1880 and claims the distinction of having been the first library in the nation to allow readers access to open shelves, a distinction claimed also by Denver Public Library. The present building, opened in 1964, has an area of 69,000 square feet and 'should have 95,000 square feet'. It houses over 400,000 items, including books, magazines, government documents, films, slides and sound recordings. Its stock is heavily used in achieving the system's function of increasing the availability of books.

The Los Angeles County Public Library is a consolidated library system of special interest because of its resemblance to the regional library of New South Wales. The resemblance is in administrative structure only, not in size.

The county covers 36,000 square miles and has a population of 7,500,000, a population greater than in each of forty three states in the U.S.A., and greater than in each of half of the member nations of United Nations. The county is so densely populated that it is more like a city than a rural area. There are seventy seven incorporated cities in the county, including the city of Los Angeles, plus a number of unincorporated areas. Los Angeles and some other cities operate libraries independently.

The County Library serves forty three of the incorporated cities and most of the unincorporated areas, and is thus a county service that is less than county wide.

chase of books in foreign languages. Because conditions of state subsidy require county librarians to be certificated, the director of the Public Library of Stockton and San Joaquin County has been appointed as county librarian in three other counties within the system, without extra pay and with a deputy in each county.

Deposit stations have been established in the three counties with small scattered populations because normal branch service is impossible and bookmobiles would be uneconomical and impracticable. Readers may use any service point in the system for borrowing or return of loans other than films and records; these are available only at the county central libraries and must be returned there. Each library has a small collection of reference books. Unanswered questions and requests for interlibrary loans are referred to the county central library, then to the system central library and from there, if necessary, to the State Library or other libraries. Communication is facilitated by Code-a-phone installations linking libraries within the system, and by Telex linking the system central library with other libraries. Book deliveries are made to each library within the system three times a week with a system van. Photocopying facilities are available in at least the five central libraries.

Ordering, cataloguing and processing of books are undertaken centrally for member libraries. Prices for purchases and services are lower than an individual library could achieve for itself. The system headquarters also provides assistance in book selection, achieving coordination of action without depriving member libraries of their autonomy.

Of particular value to member libraries because of their smallness and lack of trained staff is the system's provision of library consultants to aid in improving book collections, staff training, and planning special programmes for adults and children. The system director is supported by her own staff and an executive committee comprising a librarian or library administrator from each county. System headquarters also provides member libraries with publicity material and a news bulletin. Five persons plus one half time are employed in the system headquarters.

The Public Library of Stockton and San Joaquin County, a member of the 49-99 Cooperative Library System, is itself a consolidated library system serving the entire county except for the City of Lodi. Lodi, which has a population of 27,018, has its own public library which is a member of the larger system only. Stockton is the largest city in the county: it has a metropolitan population of 158,111, of whom only 97,600 are within the City Council boundaries. Other cities in the county are Escalon, with a population of 2,154, Ripon 2,557, Manteca 12,550, and Tracy, 14,443. The remaining 67,567 people in the county live in small towns and rural

j. Reciprocal use of materials in buildings, so that readers can consult materials in any library in the system;

k. Reciprocal loaning of materials, so that readers can borrow materials from any library in the system,

l. Frequent delivery service among members, to carry interlibrary loans and to return books to owning libraries,

m. Interlibrary loan of materials among members of the sytem, and provision for photo-duplication of material that cannot be loaned,

n. Interlibrary reference service, so that inquiries can be referred rapidly to another agency when they cannot be handled at the point of inquiry.

o. Rapid communication facilities linking members together for consultation, referring of reference questions and requesting of interlibrary loans,

p. Consultant service by library specialists available to members of the system,

q. Means for periodic consultation and exchange of views for mutual help among members.

Again the underlying reasons are that people must have access to the knowledge contained in libraries for their social and economic well-being, and that small independent libraries cannot provide adequate service.

The 49-99 Cooperative Library System serves a total population of almost 500,000 in five counties having a total area of 6,829 square miles. Amador and Calaveras Counties each have a population of 12,000 in fifty square miles; San Joaquin County has a population of 284,400 in 1,409 square miles; Stanislaus County 178,000 in thirty five square miles; and Tuolumne County 21,000 in seventy five square miles. The five counties border State Highways 49 and 99, hence the name of the system, with the major concentration of population along Highway 49. It is 120 miles from east to west of the system.area, and seventy miles from north to south. The City of Stockton Library, the central library and headquarters of the system, is situated on the western side of the system area.

The system began operating in 1967 under the California Public Library Services Act of 1943, an Act which provides subsidy for libraries cooperating to attain higher standards of service. Each of the eight libraries in the system remains autonomous and forms a contract annually with the central library for the supply of technical and consultative service. State subsidy amounting to $98,665 has been received in the first two years of the system's operation, plus federal grants of $72,000 for the purchase of sound recordings in music, drama, and speech; $26,100 for the purchase of books and materials in large print; and $42,600 for the purlittle floor space. Books are purchased through the system and are received fully processed. Stock is of good quality but in need of culling to remove old and little used material. The woman on duty when the library was visited was a volunteer relieving the librarian who was absent on annual leave. She was busy straightening out loan records which she said contained a lot of overdues, the librarian being 'too nice' to issue overdues in the small community where she had worked for many years. Loan issues are very small.

The City of New York maintains three consolidated library systems independently of one another to serve the five boroughs or counties in the city. They are the New York Public Library, the Brooklyn Public Library, and the Queens Borough Public Library. In effect the city enters contracts with each of the three libraries to provide service and does little more than provide funds when the libraries submit budget proposals. Each qualifies for direct receipt of state and federal subsidy.

California

The application of subsidy and efforts of the State Library's consultant services, as indicated in Chapter 1, are directed towards the development of library systems together covering the whole of the state. This policy has been followed for some years and was last reaffirmed in the 1965 report of Martin and Bowler, 'Public library service equal to the challenge of California'. In this report it was stated that systems should aim at seventeen elements of cooperation:

a. Legal structure for coordinated action, established either by contract among existing units or by creation of a special purpose governmental agency,

b. Policy-making structure which provides each party to the systems agreement a voice in planning development and designing program,

c. Unified administration of those joint services mutually agreed upon,

d. One or more strong service points, usually large and established city or county libraries, to provide depth of resources and services for the total system,

e. Sources of regular financing from local, state and/or federal funds,

f. Agreements for equitable reimbursement of members making a disproportionate contribution to the system,

g. A program of centralized or joint provision of services, such as purchasing, cataloging, processing, list making, publicity, storage,

h. Planned joint book selection and building of collections to ensure maximum system-wide return from money spent for materials,

i. Planned cooperative acquisition of specialized resources, such as older periodicals, films and government documents, with it. However, if donations are sent in they are catalogued.

There are about 25,000 volumes in the central pool collection, comprising more popular adults' material and a general collection of children's books. Libraries may either pick out what they want or receive what is sent to them. Loans from the pool may be kept for four months or longer. The books are stamped as system property.

The consultant service and monthly meetings of librarians are particularly helpful as most of the 'librarians' are unqualified and come from very small libraries. There is no suggestion of altering the situation in any way whereby the member libraries would lose their autonomy.

A van is operated for effecting deliveries to member libraries of interlibrary loans, new books, etc.. Deliveries are made once or twice a week according to need and distance.

The regional headquarters handles the requests for reference and interlibrary loan services but relies heavily on the Albany Public Library for assistance. The official catalogue of system holdings by purchase provides the first place of checking for requests. The service makes available to any reader at any member library the resources of all member libraries and other libraries, particularly the State Library because of its proximity. Readers may also use any member library of the system.

Deposit stations are maintained in communities without other library service. Member libraries are also provided with rotating collections of books and exhibit collections of books and materials to add variety to their own stock. Films may be borrowed from the central library by member libraries for loan to community groups.

The Albany Public Library, as central library for the Upper Hudson Library Federation, demonstrates one particular point in the State Education Department's public library policy. State grants for building purposes are applied in such a way that libraries must develop their central library before funds are forthcoming for assistance with branches. The Albany Public Library is desperately in need of new buildings for its central library and branches, yet cannot do anything for its branches without foregoing subsidy, until a new central library is built in an estimated two years' time. In the meantime staff and readers have to contend with most unsatisfactory conditions.

The Black Watch Memorial Library, Ticonderoga, is a member of the Clinton-Essex-Franklin Library, another federated library system. The old Carnegie building containing it is much too small for the purpose: shelves are crowded and there is

Expenditure in 1967 was:

Salaries	$ 93,165.19
Books, films, records	15,827.42
Supplies	7,932.22
Telephone, postage	890.35
Travel, publicity, printing	1,955.46
Garage rent	60.00
Equipment, maintenance and depreciation	2,282.61
Deliveries	795.36
Social security, hospitalization and other insurance	5,307.63
Memberships	395.25
Cash grants to member libraries	114,651.40
Total	$243,262.89

In addition to state subsidy the system received federal grants of $20,000 to develop the film collection and $25,000 to purchase microfilm copies of newspapers and periodicals. A further special grant of $25,000 was received from the state for the film collection.

Grants to member libraries from state subsidy follows a pattern set out in membership contracts whereby each library receives a basic annual grant of $300, to which are added grants relating to population and area. A new type of incentive cash grant was introduced in 1967, reimbursing member libraries with 10% of their expenditure on book purchases during the previous year.

In addition to making cash grants to member libraries, the system undertakes central ordering and processing, maintains a central pool collection of books, offers a consultant service, operates a delivery service, maintains a record of members' purchase holdings, arranges interlibrary loans and reference service, holds monthly meetings of librarians, operates several deposit stations, and provides rotating collections of books and exhibit books and materials.

Books may be ordered through the system and obtained more cheaply than with buying by individual libraries. The books are catalogued and supplied fully processed without charge for the service because system operations are financed by state subsidy. The catalogue department of the Albany Public Library was transferred to the system as the basis of the processing department. The department maintains an official catalogue of books bought since 1960, and a union shelf list recording purchases with one card per title. Locations are shown only in the former. The system does not undertake cataloguing of donations received by member libraries, except for the Albany Public Library because of the special association small community and is now supported by local taxes with a total income of approximately $3,000 p.a.. The building has recently been extended with some assistance from the library system. There are about 20,000 books in stock, including books such as local history material that would be better placed in a regional collection. Apart from the need for culling of such books, the stock is of good quality and is in good condition. The library opens three days and two evenings a week during winter, and six days and two evenings a week in summer. Books are not bought through the system's central service. The library has been largely the personal achievement of one woman who is a college graduate but is not trained as a librarian.

The Mary Beatrice Cushing Memorial Library at Schoharie is another member of the Mohawk Valley Library Association. It also began with private funds and has been operated by a family, with the mother now as president and the daughter as 'librarian'. Like the Middleburgh Public Library, it serves a very small community, is supported by small tax funds, and relies heavily on voluntary work. In a fine old two storeyed home, it opens from 1 p.m. to 9 p.m. two days a week and from 1 p.m. to 5 p.m. on Saturdays.

The Upper Hudson Library Federation is a federated library system. It serves 438,697 people in two counties having a combined area of 1,196 square miles. There are twenty two autonomous libraries in the system, with services supplemented by deposit stations operated by the system. The two counties involved are Albany and Rensselaer. The Albany Public Library, with a total bookstock of 114,623 volumes, is the central library of the system, also being central geographically. Because of space limitations in the present central library, regional processing headquarters are situated in another building in Albany. The system was founded in 1960 with the objective of improving library service by strengthening local public libraries.

Membership of the system is voluntary, but stabilized by entering of formal contracts. Each member library retains its autonomy, and has its own governing board and local funds. The system has a board of trustees drawn from local trustees, and is financed entirely with state subsidy. A staff of sixteen persons is employed full time in the system headquarters, and the director, children's librarian, and community services librarian of the Albany Public Library are employed by the system on a half time basis, their salaries being paid half each by the library and system. Five of the full time employees are librarians.

Posters, signs, and display materials are prepared by the system staff display artist for use in member libraries. The system also provides commercial display materials such as bookmarks, posters, and mobiles for occasions such as Children's Book Week. Brochures have been prepared for various member libraries to help them in membership campaigns, anniversary celebrations, and other local events. Each year a brochure is prepared for general distribution giving pertinent information about the system, its officers and staff, the budget, and purpose. A newsletter is issued bi-monthly and mailed to trustees and librarians of all member libraries.

The system has also had some success in the improvement of buildings. Apart from constructing its own headquarters, it has contributed to the cost of several new buildings for member libraries, including the new central library building now under construction, and has contributed to the enlargement, remodelling, refurnishing or re-equipping of others. Grants as low as $700 have been sufficient to encourage local initiative.

A weakness of this cooperative library system is apparent in the use made of the central ordering, cataloguing and processing service. Member libraries are offered the opportunity of buying books cheaper than they can buy for themselves, and of having them catalogued and fitted up ready for use free of charge, yet some member libraries decline to take advantage of the offer. Their excuse that the service is too slow is questionable. A further weakness in the same service is that orders for the same title are not coordinated: each order is likely to be handled on its own, losing the economy of handling copies of the same title together.

The Schenectady County Public Library, central library of the Mohawk Valley Library Association, has several points of interest concerning its membership of the system, some of which have already been noted. A large library in itself, with five branches and a bookmobile, it will occupy a new $2,000,000 building early in 1969. Construction of the building is subsidized by both federal and state governments. As a member of the system and as a central library, it has in 1968 received $74,000 in basic subsidy, $15,000 as Central Book Aid, and $5,000 as a federal grant for purchase of visual aid equipment. The director reports that the county is inclined to reduce expenditure on the library because of subsidy received, and because of difficulties encountered with county requirements in respect of purchasing, etc., she effects as many purchases as possible through the Mohawk Valley Library Association.

The Middleburgh Public Library, a member of the Mohawk Valley Library Association, was established in 1932 as a community cooperative project relying on voluntary effort and fund raising activities such as bridge parties. It serves a very special collections;

3. A bookmobile serves areas without other library service;

4. Rotating collections of books and sound recordings are circulated throughout the system;

5. Special exhibit collections are lent to member libraries for a two month period;

6. A core collection at headquarters makes available the loan of up to fifty books at a time to member libraries;

7. Films are available from the central library and records from the system headquarters;

8. Collections in member libraries have been developed with the aid of subsidy;

9. The collection in the central library has been developed with the aid of Central Book Aid, having regard to interlibrary loan requests.

The interlibrary loan arrangement operates with the aid of telephone calls to the central library, call collect; teletype connecting the central library with the State Library; and an author location file maintained at the central library recording all titles purchased by member libraries since 1960. A librarian and a typist are employed by the system in the central library on reference and interlibrary loan work. The system operates a delivery truck calling on member libraries once a week and, by contract, on branches of the Schenectady County Public Library twice a week.

Bibliographical aids supplied to member libraries include a list of recommended reference books, compiled by the reference and interlibrary loan librarian; a list of periodicals held in the central library; booklists; and bi-weekly lists of books added to the central library, annotated to assist member libraries in book selection.

Staff from the system act,as consultants for member libraries. Visits are made when requested or sometimes at the request of the system. The headquarters staff assist member libraries by weeding stock, when requested to do so, by holding meetings at headquarters for member libraries on subjects such as film work, reference service, and children's work. There is no meeting for book selection purposes. Trustees from the member libraries are also given instruction in their duties, and meetings of the system's board of trustees are held in different member libraries in order to acquaint them with the system. There are few qualified librarians employed in the system outside of the headquarters and central library, and some of the member libraries are very small.

Salaries	$68,169.28
Books, binding, periodicals, records	15,116.79
Office, library and central processing supplies	2,760.54
Operation and maintenance of a bookmobile and delivery vehicle	9,867.70
Capital expenditure	1,985.70
Insurance and depreciation	15,338.78
Grants to member libraries	77,600.00
Loan repayments	18,379.50
Total	$209,218.29

The system headquarters, erected in 1966, were financed by loan money and federal subsidy.

Member libraries are responsible for their own budgets, but information about them is required for preparation of the system budget by the director. The system budget, when approved by the board of trustees, is submitted to the State Education Department with a plan of development in the form of an application for subsidy. Payment of a large part of the subsidy to member libraries for book purchases accords with an undertaking given when the system was being formed that member libraries would continue to receive cash grants at least equal to those they would have received had they not joined the system.

System expenditure is reduced because of arrangements made with the Schenectady County Public Library. The salary of the director, for instance, is $5,000 p.a. for the one fifth of her time devoted to system duties. The County Library houses several members of the system staff engaged in interlibrary loans, financial control, and processing: the system headquarters, on the other hand, house the County bookmobile and some little used books temporarily. Because the County Library already has most of the books obtained for other libraries in the system, the County maintains its own cataloguing department and catalogues free of charge for the system unless overtime work is involved exclusively for system books. The County Library, as the central library for the system, provides most of the books used in interlibrary loans, and houses the film collection on loan to the system from the State Library.

The system has increased the availability of books and other library materials in the area:

1. A common borrower's card has been introduced;

2. Interlibrary loans make available at any member library the resources of all other libraries in the system, the State Library, and other libraries with

tribute their fair share of the cooperative effort. Some are inclined to rely on others more than they should. This increases the strain on the central library which is usually the strongest city library in the region.

> Simply because of their size, cities almost invariably maintain stronger libraries than smaller communities, and there is a persistent tendency to confuse size with affluence. This fallacy usually proceeds to the assumption that, because of their greater affluence, cities have an obligation to extend a helping hand - without limit and without cost - to satellite communities. In actual fact, the city libraries may be extended in order to maintain essential services for their own residents ... It seems essential to continuing success of any cooperative program that all city libraries be compensated fully in some way for services which they perform for users and other libraries beyond their support boundaries.

A further conclusion was that each library in a system should make a reasonable effort to meet its own basic needs.

The Mohawk Valley Library Association is a cooperative library system. It serves 281,056 people in four counties having a combined area of 1,740 square miles. There are thirteen autonomous libraries in the system, with services supplemented by a bookmobile operated by the system. Three of the counties, Fulton, Montgomery, and Schoharie, are predominantly rural, while the fourth county, Schenectady, is a city county. System headquarters are located in a separate building on the outskirts of the city, and the Schenectady County Public Library, with a bookstock including over 80,000 volumes of adult non fiction, is the central library of the system, situated on the edge of the area but within an hour's driving from all member libraries. Objectives in establishing the system in 1959 were to promote the development of existing public libraries in the area, and to extend library service throughout the four counties.

Membership of the system is entirely voluntary, without cost to any member library, and may be terminated on sixty days written notice. A board of trustees is elected annually at a meeting of the trustees of all member libraries: each of the four counties is entitled to five representatives on the board. The board elects its own president from its own members, and meets at least four times a year. A staff of twenty is employed, of whom eight are librarians and five are employed part time. Amongst the part time employees are the director, cataloguer, and display artist, who are also employed in the same capacities at the Schenectady County Public Library.

Income is derived mainly from state subsidy, amounting to $236,122 in 1968. Expenditure in 1967 was:

- Delivery service
  - Mail
  - Vehicle
- Photocopy service
- Circulation control
- Payroll management

The library system concept, as practised in New York, was found to have some difficulties, however. Chief amongst these was the degree of administrative freedom exercised by libraries in the cooperative and federated systems. The autonomy of each library is at once the greatest strength and the greatest weakness of the concept. Retention of autonomy in a system enabled the state plan to be implemented so quickly, yet libraries are free to accept or reject any service offered by a system. The State Education Department was disappointed to find that 'the libraries poorest in resources and services, which are most in need of help, are generally the last to accept it'. The Department concluded that the only way open for dealing with the problem was for library systems to continue with their slow and frustrating procedure of trying to improve the service in member libraries by persuasion, example, and patient assistance.

The organization of interlibrary loans, too, placed a heavy strain on the system's central library. Some central libraries supply more than half the interlibrary loans requested within their systems. To do this extra labour is involved and some duplication of stock becomes necessary. Few of the systems devote local funds to support of the central library, and the special subsidy known as Central Book Aid, provided to assist central libraries in building stock of adult non fiction up to a minimum of 100,000 volumes, is thought to be inadequate for the service given. Stopping the payment of the special subsidy when the minimum goal was attained also appeared to be inequitable. In some systems dispersal of the Central Book Aid in developing the stock of co-central libraries was defeating the purpose of building up a strong core collection with an adequate professional staff to service it. The general conclusion was that the improvements effected in strengthening the resources of library materials were still not sufficient to meet the needs for access to information in the face of the rapidly increasing production of library materials. In consequence of the State Education Department's representations, legislation was passed in 1966 providing for more liberal payments of subsidy in respect of system central libraries.

A related problem is to get all local governments within a library system to con-

- Loan of 16 mm. projectors
- Phonograph record or tape collection
- Loan of record players

- Aid in book selection
  - Selection tools
  - Checklists and/or annotated lists
  - Book discussion meetings

- In service training
  - Bulletins and newsletters
  - For clerical staff
  - For professional staff
  - For committee members
  - Programme meetings
  - In connexion with book discussion meetings

- Central purchasing
  - Books
  - Supplies
  - Equipment and furniture

- Central processing
  - Cataloguing
  - Jacketing
  - Mending
  - Binding
  - Reinforcement of paperbacks

- Public relations and publicity
  - Public relations director
  - Display artist
  - Posters and signs
  - Bookmarks
  - Exhibits
  - Newspaper articles
  - Radio
  - Television
  - Pamphlets
  - Newsletters
  - Booklists

The ways in which library systems operated were examined, and it was found that the systems tended to adopt certain procedures and to offer certain services to members with some measure of uniformity but with variations adapted to local requirements and convenience. These were:

- Convenience of access
  - Direct borrowing access to any library
  - Interlibrary loan
  - Return of books to any library
  - Bookmobile service
  - Deposit stations in areas without other service outlets
- Grants to member libraries
  - Cash, not allocated
  - Cash, allocated
    - For books
    - For equipment
    - For other purposes such as training scholarships
  - Books and other library materials
- Location files
  - Complete union catalogues
  - Adult non fiction only
  - Adult and juvenile non fiction
  - Author-title
  - Author file only
- Consultant services
  - General
  - Adult
  - Young Adult
  - Children's
  - Audiovisual
  - Public relations
- Book backstopping
  - Rotating collections and bulk loans
  - Pool collections of books
  - Central storage of little used books
- Audiovisual resources
  - Loan of 16 mm. films

counties and only forty five public libraries remained entirely independent. Of these, only eight served as many as 5,000 people, and only one served more than 25,000. The three systems in New York City serve huge populations in a small area, while the systems Upstate vary considerably in size, ranging in population from 152,764 to 1,363,166 and in area from 421.6 to 5,574.3 square miles.

Establishment of the last library system prompted the State Education Department to evaluate services in order to tell whether the state plan was accomplishing what was intended. In 1967 the Department published a noteworthy report entitled 'Emerging library systems: the 1963-66 evaluation of the New York State public library system'.

The evaluation found some reasons for satisfaction with the state plan. In the first place, library systems serving almost the whole state had been established with the incentive of subsidy. Between 1956 and the end of 1964 population of the state had increased by 13%, and in that time the number of people seriously unserved had been reduced from 9.8% to .8%: nearly everyone now had the right of access to library resources throughout the state by asking his own library to use the cooperative network linking most libraries. Books and other materials in each library were now more plentiful, and the supply of books in all the public libraries of the state had increased from twenty five million in 1957 to forty four million in 1964. Films and sound recordings were also more accessible. Areas previously without library service had been supplied with service from bookmobiles and deposit stations. Readers had also benefited from improved communications between libraries, often with Teletype Writer Exchange, TWX, installed with federal subsidy, and they benefited from the availability of better trained staff who were freed from the pressures of behind the scenes work through centralized organizing, and who were better supplied with bibliographical aids to tap the resources of their own library and other libraries. More use of libraries had resulted from the improvements in resources, access conditions, and staff performance. All these accomplishments had occurred with an increase in expenditure from local, state, and federal funds. In the process there had been developed a framework of organization in the form of library systems that was capable of further expansion to meet growing needs, a capability beyond the means of small, independent libraries.

The success of library systems in improving service was attributed basically to the sharing of resources, in terms of stock, staff, equipment and buildings. Such resources cannot be duplicated in every community at a cost that is reasonable or even possible.

There are 726 public libraries in the state, most of which are too small to meet standards on their own. The state's concern for them began twenty five years ago. Early legislation made it mandatory for counties to set up libraries when petitioned to do so, and subsidy was paid mainly to large existing systems. The present system concept was developed in 1958, and there are now twenty two systems serving 98% of the state and the people, with most libraries belonging to systems. Participation in a system has always been voluntary, although encouragement to join has been given in that membership of a system has been necessary to qualify for subsidy. Payment of subsidy to systems is conditional upon the standard of service being improved.

The 1958 plan for development of public libraries throughout the state was outlined in the 'Report of the Commissioner of Education's Committee on public library service, 1957' and given effect in legislation passed in 1958. The committee had found that nearly one quarter of the state's population did not have access to adequate library service; that only the biggest libraries could afford a reasonable number of the 12,000 new books being published each year in the U.S.A.; and that the pattern of library system already established in several areas appeared to offer the best means available of extending and providing suitable library service. Accordingly the committee recommended the further development of library systems, by means of state subsidy encouraging local government effort. The provision of public library service at all, and the entering of systems, were to remain permissive for local government, while subsidy was to be payable mainly to systems.

Library systems, according to the committee's recommendations, were to number no more than twenty five to cover the state, and would serve either a minimum population of 200,000 or a minimum area of 4,000 square miles. Each system should have a central collection of at least 100,000 books, and should aim at having not less than 1.6 books for every child under fifteen and one book for every other person. In addition, there should be supplementary collections of films, sound recordings, and other library materials, and every resident should have the opportunity of obtaining access to library materials outside his own library and library system. Resources should be further increased by services from the State Library and support of extraordinary public research library facilities such as existed in the New York Public Library. As a corollary to all this development, the supply of librarians should be increased.

The objective of establishing a statewide network of library systems was attained in 1961, when there were twenty two systems covering all but parts of eight

> providing library service was obtained in preparing the supplement to this document, where costs to achieve standards are calculated. A library or a group of libraries serving 20,000 people requires almost twice as much per capita to achieve these minimum standards as a library serving 200,000 people, with the per capita cost for a library or library group serving 50,000 or 100,000 people falling somewhere between the two.
>
> Libraries are, therefore, urged to band together formally or informally, in groups called 'systems'. In such systems, already well established and successful in large cities and populous counties, large and small libraries in natural areas work together to make a wide range of library materials and services readily available to all residents. The systems, in turn, reach out to a wider world, drawing on even greater and more specialized resources offered by State and Federal agencies. In a well-organized structure of library service, the reader in smaller and more remote places will have access not only to all books and materials in his region, but beyond that to the resources of the State and Nation.

Three basic types of library system are recognized in the U.S.A., the cooperative, federated, and consolidated. In the cooperative library system ties are weakest and least formal. Each library in the system retains its autonomy, chief librarian, committee, and funds, merely agreeing to cooperate for the purpose of achieving better library service. Agreements are not binding and libraries may withdraw from the system when they please. Informal cooperative agreements of this kind, involving the designation of a systems librarian, is still sufficient to qualify the system for receipt of state and federal subsidy. Generally it is hoped that the ties will become more formal, leading to the establishment of a federated library system. In this type of system legal contracts and agreements are made for the provision of system wide services. Each library retains its autonomy, chief librarian, committee, and funds, but the systems librarian and systems committee, comprising representatives of each library, handle a system fund drawn from subsidy and sometimes also the contributions of member libraries. Opinion is divided as to whether or not the final stage of development should be attained, in the form of a consolidated library system. This is a single administrative unit having one chief librarian and one governing committee, and controlling all library service points. The large libraries of some cities and counties are recognized as consolidated library systems.

In this chapter only cooperative and federated library systems are discussed in detail, because of their relevance to the regional libraries of New South Wales. Aspects of consolidated library systems are discussed in later chapters.

New York

The State of New York is acknowledged as having the most highly developed pattern of library systems, owing to the interest and support of the state government.

cipality of Metropolitan Toronto is responsible for major services such as police, water supply, arterial roads, major parks, sewage disposal, transport, and welfare. The six local municipalities attend to lesser matters such as garbage disposal, street cleaning, health and libraries. All money raised for capital purposes is raised by 'Metro', which makes annual allotments to local municipalities.

The Metropolitan Toronto Library Board created by the Act is responsible for locating and developing central and regional reference libraries, and for coordinating and giving financial assistance to local municipal library systems throughout the city. The board has the same basic purposes as other regional library boards in Ontario, but has greater powers.

One of its powers is to take over and operate any existing library in Metropolitan Toronto, a power that it is about to exercise. In 1967 it provided Toronto Public Library with one third of the library's $1,500,000 budget for the central library, and in response to the library's application for additional funds to operate the central library 'Metro' has decided to take over and operate the central library as well as departments of the central library situated elsewhere. Toronto Public Library will then be left only with its branches. 'Metro' is likely also to take over facilities in the Toronto Public Library necessary to establish a central ordering and processing service for all libraries in the metropolitan area.

What is happening in Toronto is unusual in that vital sections of a large library with world renown for its efficient service are being taken compulsorily from that library to develop a regional library service instead of developing the region around the existing large library. It remains to be seen whether the new regional library system achieves the same high standards as the Toronto Public Library has achieved in the past. The fate of the dismembered remains of the Toronto Public Library is also uncertain.

b. U.S.A.

The American Library Association stated its attitude towards larger administrative units of public library service in no uncertain terms when it published, in 1956, 'Public library service: a guide to evaluation, with minimum standards'. This publication was the result of two years' intensive investigation by a committee of the Association. It stated:

> Libraries working together, sharing their services and materials, can meet the full needs of their users. This cooperative approach on the part of libraries is the most important single recommendation of this document. Without joint action, most American libraries probably will never be able to come up to the standard necessary to meet the needs of their constituencies.

Dramatic evidence of the importance of joint action among smaller places in methods it chooses and, in particular, to select its own books. However, more uniformity in some practices is considered desirable in order that the goal of introducing central cataloguing and processing may be achieved. The Ottawa Public Library, the major library in the region, has already changed from the Cutter Classification to the Dewey Decimal Classification for this purpose.

Formation of the regional system in 1966 coincided with passage of the Ontario Public Libraries Act, which, inter alia, eliminated the payment of subsidy to the Canadian type of subscription library known as the association library. As a result of the two events many former association libraries have been integrated with public libraries and now form part of the regional system.

A regional consultant assists the regional director and librarians committee in giving professional advice to member libraries about buildings, methods, and development of libraries. Because the region is bilingual the consultant was selected because of his ability to speak English and French as well as for his knowledge of librarianship. It so happens that the regional director himself is a French Canadian who speaks both languages fluently. One third of his staff of 140 in the Ottawa Public Library speak French.

Since 1966 the Eastern Ontario Regional Library System has provided small member libraries with reference materials valued at $12,000. It has also granted $1,000 to the Perth Public Library to establish a subject catalogue, and offers grants of up to $1,000 to help the establishment of new public libraries. Three scholarships have been offered to library school students on condition that they remain in the employment of public libraries within the region for three years after graduation.

A newsletter entitled 'Golden Triangle' is issued by the regional system to keep member libraries informed of developments. A section of the newsletter is devoted to improving relationships between public and school libraries.

Toronto, with its population of two million, is different from the other thirteen library regions in Ontario. Independently of general library legislation An Act to Amend the Municipality of Metropolitan Toronto Act was passed in 1966 effecting radical changes in the organization of the city's local government and creating the Metropolitan Toronto Library Board, effective from the beginning of 1967.

The Act reconstituted thirteen former municipalities as six, and changed the responsibilities of the overall Municipality of Metropolitan Toronto. The Metropolitan Council comprises all the aldermen from the six local councils; an executive committee comprises the metropolitan chairman, the six local municipal mayors, and two senior controllers and two aldermen of the City of Toronto Council. The Muniwithin that time. Smaller libraries amongst the 130 public libraries in the state are encouraged to merge with others to form larger units of service. Basic concepts are that:

1. Libraries of all types at present provide inadequate service;
2. Resources of libraries in Colorado are insufficient to meet the needs;
3. There is a shortage of trained personnel;
4. Most libraries in the state are inadequately financed;
5. Available resources of materials and personnel can be better used and duplication of effort reduced if coordination of library activities is achieved and if libraries of all types develop programmes of cooperation. Systems make new or improved services possible and use tax moneys 'prudently and efficiently'.

The High Plains Public Library System was founded late in 1966 at the instigation of the Colorado State Library as a pilot project to determine the feasibility of a federated library system covering a large area. It covers an area of 15,000 square miles and extends 200 miles across in one direction, and 150 in the other. Nine counties are included in the system, Kit Carson, Larimer, Logan, Morgan, Phillips, Sedgewick, Washington, Weld, and Yuma. Weld County, with 80,000 people, is the most heavily populated of these. Administration of the system is divided between the Weld County Library and the North East Colorado Regional Library. There are twenty eight autonomous libraries in the system: four libraries in Larimer County have not yet joined.

Finance for operating the system is provided by the state. The 1967-68 budget is:

Salaries	$21,126
Social security	950
Insurance	505
Books, periodicals, etc.	15,680
Travel	1,720
Supplies	825
Communications	900
Publicity	1,500
Framed pictures	1,500
Book selection meetings	750
	$45,456

The Weld County Library provides reference service to the system and attends to general administration, correspondence, communication within the system and accounting including payments. The North East Colorado Regional Library, a legal entity with its own taxing powers, lends its name to the formal agreements covering the system, attends to public relations within its own area, and lends materials to seven of the nine counties, excluding Larimer and Weld. Lending is effected by bookmobiles in several counties with small populations. The system employs three persons full time and several persons part time at Weld County Library, and several persons part time at the North East Regional Library.

As there are only two qualified librarians in the system, the director of Weld County and librarian of North East Regional, advice and guidance to untrained personnel constitutes an important service to member libraries. Three book selection meetings are held in different areas every six weeks as a means of achieving this, at the same time achieving some coordination of book orders handled by the cooperative processing centre which catalogues for member libraries. Workshops are held also. Other system services include supply of rotating collections of books and framed art prints, public relations and publicity.

The *Weld County Library* at Greeley is headquarters of both the County Library and the High Plains Public Library System, in addition to which it houses the Northern Colorado Processing Center, Inc.. It serves the entire county with a central library, two bookmobiles, four deposit stations, and support of six independent libraries. The county as a whole has a population of 80,000, and Greeley, the biggest city, 30,000. There are 4,000 square miles in the county.

All people in the county pay tax for the support of the County Library at a uniform rate, while people in the municipalities of Ault, Eaton, Fort Lupton, Greeley, Hudson, Johnstown, Platteville and Windsor pay additional taxes for support of independent libraries within each municipality. The County Library and the eight other public libraries each receive state subsidy at the rate of sixty five cents per head of population, which means that subsidy is paid twice in respect of some residents. Expected legislation will alter this situation so that only library systems will receive subsidy, in which case there will be no overlapping.

Special subsidy approximating $25,000 p.a. is paid to the County Library to serve as an area reference service point under the state system of decentralized reference service. The subsidy has been utilized to employ two extra members of staff; to pay for phone calls, stationery, public relations, etc.; and to purchase microfilm files of periodicals, a reader printer, and a copying machine. Inquiries from within the system are received at the County Library, referred to Denver Public Library if necessary, and by Denver Public Library to the Bibliographical Center for Research. Replies go direct to the requesting library and the State Library pays a fee to the Center to cover membership of all public libraries in the state conforming to the pattern.

The County Library system was established in 1959. Public libraries at Greeley and Hudson do not participate in the system, while the libraries at Ault, Eaton, Fort Lupton, Johnstown, Platteville and Windsor receive services from the County Library such as free ordering and processing, reorganization and cataloguing of collections, and loan of fifteen to thirty new books per month. Each member library remains autonomous in respect of staffing, financing, book selection, etc..

The director of the County Library is administratively responsible to a board of five library trustees appointed by the Board of County Commissioners. The trustees are responsible for library policy, hiring of the director and other staff, and recommending the proposed library budget to the commissioners. The staff of fourteen includes part time employees, and is augmented by casual labour drawn from college students to charge and discharge loans and to shelve books.

Bookstock totals 97,481, and circulation in 1967 totalled 282,000. The two bookmobiles serve unincorporated areas, and the four deposit stations are situated in towns that have no schools because of the consolidation of schools.

Space in the County Library building is rented to the Northern Colorado Processing Center at the rate of five cents for each book processed for any outside library. The Center, incorporated in 1967 as a non-profit corporation, orders, catalogues and processes books for all libraries in the High Plains Public Library System, and other libraries, on a shared cost basis. The director of the County Library originated the idea of the Center because her library and other libraries in the area could not afford to employ cataloguers, and she is now chairman of the board of directors.

Kansas

Seven library systems covering the whole of the state have been established in recent years. These and the Kansas State University are linked in an interlibrary loan network known as Kansas Informational Circuit. Legislation expected in 1969 will widen the network to include other university and college libraries under a new name of TASK, short for Total Access System. The State Library is currently investigating the possibilities of establishing a central cataloguing service for all public library systems, and is employing Dr Harold Goldstein, Dean of the School of Library Science at Florida State University, to develop a state plan coordinating the service given by public library systems, the State Library, and other libraries.

Northeast Kansas Libraries were designated as a federated library system by the State Library Advisory Commission late in 1967. Counties included in the system are Brown, Douglas, Franklin, Jefferson, Johnson, Leavenworth, Miami, and Wyandotte. Two libraries in the area, Kansas City [Kansas] Public Library and Paolo Public Library, remain outside the system. The eight counties cover an area of 3,704 square miles and have a population of 352,261. Temporary accommodation for the system headquarters has been provided in the Lawrence Public Library pending the construction of new premises separate from any member library.

As a legal and autonomous political subdivision of Kansas the system is a governing and taxing district under a regional board, charged with providing library services to all citizens of the area, using the facilities of existing libraries with the exception of the two not participating. The State Library Advisory Commission has approved of the board's proposal that in 1969 a half mill tax be levied on the valuations of each participating county, excepting cities, towns and counties already supporting public libraries by taxation of that amount. Local governments within the eight counties have to collect this tax on behalf of the system board. Income from tax will amount to $63,500, in addition to which the board has applied for $21,500 in subsidy under the Library Services and Construction Act.

In applying to the State Library Advisory Commission for federal subsidy in 1969 the system board has outlined its projects for the year as:

Provide administration of system programme through a system librarian;

Provide local libraries with services to handicapped citizens;

Provide local libraries with audiovisual service;

Provide local libraries with access to support for library development from professional associations, other systems, and the State Library;

Provide consultative services to local libraries;

Improve local libraries through provision of workshops for trustees and staff;

Provide printed information on current library topics;

Inform citizens of the area of local library and system services;

Provide rotating collections of materials unsuitable for permanent addition to local stock;

Provide technical assistance in book selection;

Secure outside service in central purchasing, cataloguing and processing for all member libraries;

Improve local collections through supervised grants;

Provide reference and interlibrary loan service by contract with Lawrence Public Library;

Provide rapid communication for local libraries in obtaining materials from the reference centre and the Kansas Informational Circuit.

The Johnson County Library, with 194,000 volumes in six branches and a bookmobile, joined Northeast Kansas Libraries to help get the system founded and to lead the way to the formation of an even larger system. The Kansas City [Missouri] Public Library, with a million volumes, is seen as the key to library development in the area. With its rich resources available as a central reference library, a metropolitan library system containing seven million volumes could be developed. In the expectation of that happening the County Library is being developed without a central library. The further prospect is seen of a super federated library system, based on Kansas City, covering parts of the four states of Iowa, Kansas, Missouri and Nebraska.

Maryland

System development in this state has reached the stage where all but two public libraries form part of consolidated library systems. There is a county library in each of the twenty three counties, and in Baltimore there is the large Enoch Pratt Free Library which serves as the state resource library and centre of a statewide network for reference and interlibrary loan service.

Massachusetts

The Commonwealth of Massachusetts has been divided into three regional library systems: the Eastern Region with headquarters at the Boston Public Library, the Central Region with headquarters at the Worcester Public Library and the Western Region with headquarters at the Springfield Library. The systems are based on the strengths of existing large public libraries which receive subsidy for serving as regional centres or sub-centres.

The Eastern Regional Public Library System, established in 1966, serves 3,500,000 people in 185 cities and towns. The region extends sixty miles north from Boston to the New Hampshire border, 120 miles south, and thirty miles west to the border of the Central Region. Membership of the cooperative library system is voluntary, and twenty libraries in the region have not yet joined the system, even though some of them use the system for interlibrary loans. The Boston Public Library acts as regional centre, and there are seven sub-regional centres in public libraries at Andover, Falmouth, Lowell City, New Bedford, Quincy, Taunton and Wellesley.

Income for the region is derived from state subsidy in the vicinity of $950,000 p.a.. Sub-centres each receive $25,000 p.a., of which at least $10,000 must be spent on books. Participating libraries are required to spend at least 11% of their total budgets on purchase of books, and $100,000 p.a. has to be spent by the system in providing books for areas with less than 25,000 population. The regional centre received $243,000 in 1968 to buy books for use in interlibrary loans. To qualify for subsidy member libraries must reach certain standards.

Basically the system is intended to provide all people in the region with equal access to a high level of reference and research service regardless of the size of the municipality in which they live. The first level of service is given in the local, autonomous library. If that library is unable to supply what is wanted recourse may be had to the sub-regional centre, and beyond that to the regional centre which is also the centre of last resource for the whole state. Ten libraries in the region are about to be connected with the regional centre by Telex. The regional centre itself is connected with the other two regional centres in the state by Telex, and is about to have TWX installed to connect it with libraries further afield.

Access to library materials is also extended by means of a system bookmobile, supplemental book collections for loan to member libraries, films for loan, reciprocal borrowing privileges, purchase of more books than ever before, and retention in the regional centre of the last copies of little used materials from the member libraries. The regional centre further assists member libraries by making available an advisory service and by issuing a monthly newsletter and publicity material.

The Boston Public Library, regional centre of the Eastern Regional Public Library System, has about 2,500,000 volumes, twenty seven branches, four bookmobiles, and a staff of 600. Housing of system staff and books is undertaken cheerfully but does not ease the library's acute problem of accommodation. The incredible congestion there will not be overcome until a large building extension is completed in two years' time: in the meantime working conditions for staff and readers are close to being chaotic.

Pennsylvania

The Pennsylvania pattern of subsidized district library centres and regional resource centres is concerned with increasing the availability of books and information without waiting for libraries to form cooperative systems of administration. This pattern was recommended deliberately by Dr Lowell A. Martin in his survey report of 1957, which led to the Pennsylvania Library Code of 1961, because he realized that libraries there did not have a tradition of cooperation and that it would take too long to get them to join together voluntarily. In both the libraries visited, however, their functions as district centres and resource centres closely resembled the functions of central libraries in large systems, and are worth reporting for that reason.

The Carnegie Library of Pittsburgh is a large library in its own right and also functions as both a district library centre and a regional resource centre. As a local public library it serves 604,332 people in the city of Pittsburgh and 1,024,255 in the county of Allegheny, with 2,048,208 volumes, a central library, seventeen branches, four bookmobiles, and a staff of 600. In 1962 it was designated as a district library centre for Allegheny County and part of Westmoreland County, with a total population of nearly two million. As one of the four regional resource centres it has subject specialization responsibilities in the fields of science and technology for the region of the state as a whole, in order to extend the range of titles available in the state.

The library does not have a free lending arrangement for people outside Allegheny County, but does lend to the fifty two independent libraries within the district. Three consultants, two for adults' work and one for children's work, are employed making regular visits to local libraries, discussing problems and providing a personal contact point. They assist in culling of stock and in book selection, and advise on relationships with trustees and other administrative problems. The library at Pittsburgh also provides a public relations centre, employing a half time specialist, a half time artist, and a full time secretary, to provide promotional materials, including news releases, preparation of posters, booklists, etc.. The library also provides an interlibrary loan centre, with three quarters of the time of a librarian, and two clerical assistants, which provides a personalized reference service through the mail. Other persons on the library staff are involved in district library centre work, too. Further assistance to libraries in the district is given by the holding of workshops, provision of direct telephone lines to the general reference department so that inquiries may be phoned through free of charge, and guidance to groups wishing to establish libraries.

State subsidy is received in payment for this service, but the funds are inadequate owing to the increased use of materials, necessary duplication of some materials, and outgrowth of accommodation. One enforced economy has been to exclude children's books from interlibrary loans. The public relations staff and one of the three consultants have to be housed away from the central library. The question now arises as to who is going to pay for extension or remodelling of the central library. Similar conditions apply in the other twenty nine district library centres.

The Free Library of Philadelphia also serves as a district library centre and regional resource centre. As a local public library it serves 2,002,000 people in the city area of 129.7 square miles. It has a central library, about forty branches and more under construction, a bookstock of 2,500,000 volumes and a staff of over 1,000. As a district library centre it serves forty two libraries outside its own area, and as a regional resource centre it is responsible for specialization in the subjects of literature, education, philosophy, religion, children's literature, fiction, prints, and philology.

Libraries in the district are served with interlibrary loans, reference, and consultation. The district centre's own book lists, posters and selection lists are supplied to other libraries, which are further assisted in the preparation of applications for state and federal subsidy, and in negotiations with their own officials. Relationships vary with each library. The other libraries are provided with rotating book collections containing more expensive books than they would ordinarily buy: some eighty collections containing from thirty to ninety books are lent for three months at a time.

Accommodation difficulties, partly due to the functions of a district library centre and regional resource centre, are such that the bindery is already located in another building; it is hoped to move the lending section out of the central library; and it is hoped to enlarge the central library, possibly by occupation of the identical, adjoining building.

c. ENGLAND

As far back as 1919 the Adult Education Committee of the Ministry of Reconstruction proposed that all responsibility for public libraries should be transferred to the counties and county boroughs. Consequent legislation did not adopt this proposal in entirety, but enabled county councils to adopt the Public Libraries Act for any area not already served, and permitted small authorities to continue operating libraries unless they wished to transfer their powers to the county councils. The Kenyon Committee of 1927 agreed that the vesting of all power in the larger authorities would be desirable if libraries were being developed from scratch, and recommended instead that existing libraries be strengthened by establishment of an interlibrary loan network. The National Lending Library and regional bureaux resulted from the recommendation. By 1958 England was fairly well covered with library service given by different kinds of local government authority, including all the counties and many small authorities. Difficulty was being experienced by counties in having to serve areas minus the towns and cities which had their own libraries, hence the Roberts Committee was appointed:

> To consider the structure of the public library service in England and Wales, and to advise what changes, if any, should be made in the administrative arrangements, regard being had to the relation of public libraries to other libraries.

One of the observations of the Roberts Committee was that a town with less than 5,000 population may administer its own library, while another town ten times as big would have a branch of a county library. Some country towns also had their own public library and the headquarters of a county library. Conflicting evidence was submitted to the Committee on the relative merits and demerits of small and large libraries, and the moderate viewpoint finally adopted was that of the Library Association. The Association had studied the number and cost of books published annually in Great Britain, and concluded that any public library to give reasonable service should spend a minimum of £5,000 p.a. on purchasing 6,000 new books plus replacements, with further expenditure for reference books, periodicals and other materials. Not less than three shillings per head of population should be spent on books in the view of the Association: libraries serving less than 40,000 people would be unlikely to achieve suitable standards of service. The submission of the Library Association was adopted by the Committee, with some modification, and was later embodied in the Public Libraries and Museums Act of 1964. Libraries serving less than 40,000 population are allowed to continue functioning independently, but if they fail to achieve a satisfactory standard the Minister for Education and Science may order their merger with another library. Other provisions in the Act have already been noted.

The one small library visited in England was the Workington Public Library. This library, without branches, serves a population of 30,000 in an area where unemployment is associated with the closure of coal mines and steel mills. The bookstock is of good quality and is in good physical condition. On the Saturday afternoon of the visit the library was being well patronized. It was thought locally, however, that incorporation in the Cumberland County Library was only a matter of time owing to the difficulty of maintaining standards in the face of rising costs.

The London Borough of Camden Public Libraries were formed in 1965 when the three former boroughs of Hampstead, Holborn and St Pancras were amalgamated and three separate library systems were combined. The new borough has a residential population by night of 238,000 and a much greater daytime population. The seventeen libraries in the enlarged area together lend four million items annually from a bookstock of 762,000 volumes plus recordings. Reorganization of the system is still proceeding, but already a greater range of titles and economy in book processing have been achieved.

Conclusions

Overseas practices demonstrate the advantages of regional libraries over small independent libraries. Larger libraries are able to provide higher standards of service and types of service that are beyond the means of small libraries.

Many public libraries in New South Wales are too small to provide a satisfactory standard and range of services on their own. However, as the New York State Education Department points out, even the limited service of a small library is preferable to having no library service at all. In the present stage of library development in New South Wales there is no point in seeking to close small libraries by any means such as the withdrawal of subsidy, but there is point in seeking their voluntary joining of regional libraries. All councils should give earnest consideration to the Library Board's proposals for the development of regional libraries.

Public libraries are a necessity, not a luxury. Adequate library service is necessary for social and economic development, yet the provision of library service becomes a matter of the availability of finance. Local government in New South Wales is now struggling to find the finance needed to maintain existing library service, and will be hard pressed to develop service further in keeping with growing needs. The two solutions to the problem lie in increased subsidy and better management. Subsidy, which was originally intended to meet half the cost of providing public library service and is now considerably less than half for the majority of councils, needs to be increased substantially to ease the burden for local government in enabling councils to achieve plans for development of library service. Increased subsidy on its own, however, is unlikely to achieve sufficiently high standards of service. Units of library administration need to be enlarged in order to make the best use of finance available: enlarged administrative units in the form of regional libraries not only give better service but also are better able to cope with growing requirements and the adoption of improved techniques. The advantages of pooling library resources are well demonstrated in North America, particularly when formal arrangements are made for unified administration.

Inevitably questions of local rivalries and jealousies arise in the preparatory stages of forming a regional library. These occur everywhere and are not resolved until the regional library becomes an accomplished fact and proves itself with better service. Staff juggle for positions and councils fear they are losing control over part of their finances and are paying for service in another area. None of these problems is unsurmountable. Fundamentally they may be resolved by conference between the councils involved, preferably with the guidance of an independent body such as the Library Board of N.S.W.. Financial equity in particular is a matter of initial agreement and subsequent cost accounting. Obviously any council in a region is entitled only to such basic service as it pays for itself, while all councils benefit from improved service generally.

3. LIBRARY COOPERATION

Summary

No library can be self sufficient. All libraries must cooperate with one another to give better service. Cooperation occurs in the acquisition, storage, disposal, and use of materials, sometimes by formal arrangement and sometimes informally. A common device for facilitating cooperation is the union catalogue. The importance attached to cooperation between public libraries has already been indicated in the two previous chapters: this chapter deals with further instances arranged under the following subheadings:

Need for cooperation
Cooperative acquisition
Cooperative disposal
Cooperative storage
Cooperative use of library materials
Communication methods
Comprehensive cooperative schemes

Need for cooperation

Libraries exist for the purpose of providing people with the books and related materials they need in the execution of their duties and enjoyment of their private lives. It is, however, beyond the realms of possibility for any one library to stock all the books needed by the public. The problem may be illustrated by reference to current book production. About 25,000 book titles are being published annually in Great Britain alone, and about 30,000 in the U.S.A.. Production figures in the U.S.A. have doubled in the past five years, partly because of the general trend in that direction, and partly because publishers have realized that government subsidy has given libraries more money to spend on book purchases. Periodicals and other library materials are also being produced in ever increasing quantities. No library can afford to buy everything it needs, even if everything published throughout the world was known about and was readily available. As most books cost more than two dollars each, obviously library acquisitions are restricted. Service to readers is further restricted by the limitation of funds available for preparing books for use, for housing them, and for the staffing of libraries. To overcome their own unavoidable inadequacies and to provide readers with access to a wider range of materials than any one library can provide, libraries cooperate with one another.

Cooperative acquisition

Cooperation in acquisition avoids unnecessary duplication and enables libraries to acquire a wider collective range of material than otherwise possible. Mention has already been made in Chapter I of the effects in U.S.A. of shared acquisition programmes under Public Law 480 and the Higher Education Act.

The London subject specialization scheme allots responsibility to each public library in the area for specialization in certain subjects so that collectively the libraries will have a wider range of books available. The Sydney subject specialization scheme is copied from this. Two instances of the London scheme were seen in the Westminster City Libraries. The Marylebone Road Public Library, Westminster headquarters, has a medical library of 30,000 volumes plus periodicals. The collection originated with the subject allocation under the scheme, and is much used owing to the proximity of Harley Street and several teaching hospitals. The music library in the Buckingham Palace Road District Library is virtually national in character and is one of the largest music libraries in the world. It was founded before nomination under the subject specialization scheme, and is supported by endowment. It is a lending collection and effects considerable interlibrary lending by post.

The National Inter-Regional Subject Coverage Scheme in the United Kingdom allots responsibility for subject coverage, on a regional basis, for all non-fiction listed in the 'British national bibliography' from the time it commenced publication in 1950. Under this scheme the Edinburgh Libraries and Museums Department has responsibility for the subjects represented by the numbers 351.74 to 352.042 in the Dewey Decimal Classification. All books listed under these numbers must be bought and placed in the reference library, and be available for interlibrary loan. An allied scheme is the National Joint Fiction Reserve.

The Center for Research Libraries, formerly the Midwest Inter-Library Center, was established in Chicago in 1949 as a non-profit corporation to make available to members more research materials than each could provide individually. The member libraries concerned had been doubling in size every fifteen to twenty years, but even this had proved inadequate to keep pace with either the growing number of publications or the expanding scholarly and educational interests, while it was clear that growth at this rate could not be sustained indefinitely. A further realization was that many research materials could be provided by avoiding unnecessary duplication through cooperative housing, use, and acquisition of such materials. A 'libraries' library' therefore was established, with a board of directors drawn from member libraries.

Originally membership was confined to large university libraries in the region of midwestern U.S.A.. There were ten foundation members. Other university libraries from further afield have since been admitted, and now there are thirty three members. It is expected that the number will increase to eighty in July 1969, when members generally of the Association of Research Libraries, including some public libraries, are admitted. The geographic restriction on membership has been dropped and it is pointed out that overseas libraries, in Australia for instance, may wish to join. An interesting observation is that air freight from Sydney to Los Angeles or San Francisco takes only one day, whereas air freight from the west coast of U.S.A. to Chicago takes three days. Membership of the Center will still be restricted to research libraries possessing at least 500,000 volumes.

Operating costs of the Center are met by membership fees which are calculated on a formula whereby 20% of the budget is divided equally among members, and the balance is apportioned according to their relative expenditures over the last five years on books, periodicals, and binding. Fees range from $5,000 to $16,000 p.a.. Non-member libraries, which have been permitted limited borrowing free of charge, will soon have to pay service charges for borrowing.

Membership gives the right to donate to the Center little used research material; the opportunity of depositing such material without donating it; joint ownership of acquisitions by the Center whether by purchase or by gift; and the right to borrow. Associate membership, about to be introduced, will entail rights of giving and borrowing.

The Center has a stock of 2,600,000 volumes, and needs an additional building urgently, despite the fact that compact storage is practised in the present building, in some sections in conjunction with fixed location. Acquisition policies, for both deposits and purchases, are determined by the votes of member libraries. Stock is made available to members by loan or photocopy and may be requested by mail, telephone, telegram, or teletype. Requests are usually answered on the same day as received. The present staff of thirty three is unable to do all the work required.

The Center has three types of programme to give its members the service they want:

1. Storage of little used material deposited by member libraries in accordance with accepted policy;

2. Purchase of little used material that is expensive and important to member libraries without already being held by them;

3. Arrangement, at minimum cost, for reproduction in microform or other needed format, of scarce or deteriorating materials that member libraries need to acquire for their own collections.

Fairly strict rules govern the acceptance of deposited material. The dual aim is to save space in member libraries by removal of little used materials, and to build up a single collection of such materials that will provide member libraries with wider resources than before. Increasing emphasis is now being given to the purchase for joint use of materials not otherwise available.

Holdings of the Center include 3,500 periodicals abstracted in 'Chemical Abstracts' and 'Biological Abstracts' and received currently by the Center but not by any member library. The National Science Foundation pays part of the cost of their acquisition. About 600,000 foreign doctoral dissertations are held, and printed dissertations from major European universities are being received currently. Government publications of all states in the U.S.A. and selected publications of foreign governments and international organizations are held, also the publications of foreign banks. Extensive files of U.S. and foreign newspapers, in original print and microfilm, are being augmented by the Association of Research Libraries Foreign Newspapers on Microfilm Project administered by the Center, and by the Center's own programme of microfilming U.S. newspapers. A collection of catalogues and reports of U.S. universities and colleges contains about 200,000 items. Indian and Pakistan government documents are received directly under Public Law 480, and other publications from India, Pakistan and the U.A.R. are deposited in the Center by the libraries receiving them first. The Cooperative Africana Microform Project conducted by the Center in conjunction with some university libraries is intended to acquire, at joint expense, microfilms of important but expensive or scarce Africana, including archives, for the joint use of the participants in the project. Participants select the material to be copied and have the exclusive right of borrowing or copying the microfilm. The South Asian Microfilm Project functions in a similar pattern in respect of newspapers, serials, and government documents. Numerous other major groups of material are held by the Center.

Avoidance of unnecessary duplication is a means of extending subject coverage. The University of California Library at Berkeley avoids competition with local public libraries in building special collections. The Sutro Library in San Francisco, an endowed department of the California State Library in Sacramento, divides the field of local history with the parent body, leaving Californian local history as the responsibility of the latter, and collecting the local history of all other states in U.S.A. as well as of Great Britain. The National Library of Canada avoids collecting scientific literature as much as possible by arrangement with the National Science Library. Similarly the National Library of Scotland avoids concentration in fields such as law and medicine because of their coverage in other libraries.

Acquisition by exchange of new publications is sponsored by the Smithsonian Institution Libraries in Washington. Originally the Institution was concerned only with exchanging its own publications for others, but extended the scheme to serve other institutions and societies throughout U.S.A.. Now the Institution acts as the official agency for U.S.A. in the International Exchange Service which effects exchanges with many other countries, each of which has its own agency.

A special arrangement exists in the Dag Hammarskjold Library of the United Nations in New York City. In order that the library's own collection may be confined to working materials, largely U.N. publications, reliance is placed on the New York Public Library Research Libraries for lesser used research materials. The United Nations employs a member of staff in the Research Libraries in return for the unusual privilege of borrowing needed materials from the Research Libraries.

The Missouri Libraries Films Cooperative was established in 1951 to provide public libraries with materials they could not afford individually. Headquarters of the Cooperative are in the Independence Branch Library of the Midcontinent Public Library at Kansas City. Each member library receives fifteen films a month, and may request additional specific titles for 'spot' bookings, in return for a subscription of $350 p.a.. Membership is restricted to libraries in Missouri. The Cooperative lends over 4,000 films a month from its collection of 16 mm. films, 35 mm. filmstrips, and L.P. record albums. The collection has 22-2300 titles in a total of 3,000 films, and is supplemented by films provided by the federal government.

Cooperative disposal

Disposal, curiously enough, is a form of acquisition as far as libraries are concerned. Libraries are generally reluctant to destroy any material that may have use elsewhere, and seek to find a suitable home for it when contemplating disposal.

The simplest form of disposal is practised by libraries in the 49-99 Cooperative Library System in California. The last copy of any book in the system is usually kept permanently to ensure availability of the title in the area. Member libraries transfer withdrawn stock to the central library in accordance with this policy. In the Glasgow Corporation Public Libraries it is the first copy of any book withdrawn from circulation in the lending branches that is transferred to reserve stock for preservation, provided that its physical condition is satisfactory. A special symbol is placed on the union catalogue card to record the transfer. The danger of not preserving a copy at all has caused Glasgow's attention to the first withdrawn copy rather than the last.

The Scottish Central Library utilizes its union catalogue to regulate withdrawal of books from libraries in Scotland. Libraries are asked to consult the Central Library before withdrawing books so that care may be taken to ensure that a copy of each book is preserved. In some cases the libraries are asked not to withdraw books because no other copies are held elsewhere.

The British National Book Centre, a department of the National Central Library in London, acts as a clearing house for surplus library books and periodicals in Great Britain. Libraries may dispose of their surplus publications through the Centre free of charge, but have to pay a fee to receive lists of offered material. Over 100,000 transactions are effected each year.

Libraries with material to dispose of are invited to advise the Centre and submit card lists. The donor libraries have to hold the material for up to six or seven months until the Centre notifies them of where to send the material. No charge can be made except for reimbursement of freight costs.

On receipt of the card lists the Centre compiles and distributes mimeographed lists of offered material. Libraries wishing to receive these lists pay £4:10:0 p.a. for book lists and £4:0:0 p.a. for periodical lists. Lists are issued monthly and include entries for wanted items that are not readily available by other means. The Centre itself takes first choice of offered material, before listing, to add to its own national loan collection, from which the material is available for loan to libraries everywhere, then issues the lists to libraries in Great Britain. Any residue of unclaimed material is listed again for offer to libraries abroad: selected libraries overseas receive these lists without charge.

Claims for the offered material are received at the Centre, where a decision is made about disposal. Desiderata include the needs of the national interlibrary loan system and the needs of special collections. It is not a quid pro quo arrangement. When the decision is made advice is sent to the donor libraries with forwarding addresses. The Centre does not usually hold any of the material awaiting disposal.

The United States Book Exchange, Inc., in Washington, operates differently than the British National Book Centre in the same function of disposing of surplus library materials. Libraries pay membership fees and handling charges, and the Exchange houses the disposal material.

The membership fee of $12 p.a. and standard handling fees are charged to make the Exchange self supporting on a non profit basis. Currently handling fees are $1 for the first periodical issue in any title requested, whether bound or not; sixty cents for each subsequent periodical issue of the same title, or $1 if the issue is less than a year old; $2 for any other publication; and $1 extra for each title requested urgently. Members also pay the cost of freight on material given to or received from the Exchange.

In addition to payment of fees, members undertake to send to the Exchange any material of value that they have and do not want for themselves. The Exchange prefers to do its own listing and employs cataloguers for that purpose. Monthly lists of selected items are issued.

Members requiring material from the Exchange may send in requests, not necessarily relating to the Exchange's own lists of available material; they may ask to have their requests recorded for varying periods if the material is not available immediately; and they may visit the Exchange to select material for themselves, in which case they obtain a choice of copies available and possibly save listing. So that members will share opportunities for acquiring material fairly, their written requests for listed material are given priority in rotation.

The Exchange occupies a large warehouse fitted with wooden shelving, about to be replaced with steel shelving, containing over four million items. Over 550,000 publications were dispatched from the Exchange in 1967. Huge quantities of material are received daily, and sorting and filing are a continuous process. Some material is discarded on receipt. Monographs are kept separately from serials, and within both groups there are divisions for country of origin. Arrangement is kept as simple as possible. Searching for items requested is also done continuously: items found are supplied with invoices.

Cooperative storage

Inability to house all their own books in existing library buildings is a common problem with libraries. As an alternative to extending the library buildings, which may be impracticable especially for financial reasons, some groups of libraries experiencing the same difficulty have resorted to sharing accommodation away from their libraries. They usually place their least used material in the common storage facility.

Libraries of the northern campuses of the University of California have recently established such a facility. A former automobile assembly plant at Richmond, four miles from Berkeley, has been taken over for miscellaneous storage and other functions. The Intercampus Library Facility (North), known as ICLF(N), is used mainly by the Berkeley library but is intended for the other libraries of the university as well. Little used books are being transferred progressively, but slowly because of the size and difficulty of the job. 'It only takes one professor to buy a book, but it takes a whole department to send one to storage.'

The university library at Berkeley has already passed the maximum capacity of three million books and, in addition to the storage library, envisages extension of the basement stack area under an adjoining lawn area.

The Center for Research Libraries in Chicago, discussed under the heading of Acquisition of library materials, is primarily a facility for the cooperative acquisition of materials, and secondarily a facility for cooperative storage. In its case ownership of most of the materials held passes from individual libraries to libraries collectively. Mild surprise was expressed there at the information that a repository for little used material from various types of library should be operated in Newcastle by a public library.

Cooperative use of library materials

Libraries commonly try to improve their service by extending access to resources other than their own. The most frequently used method of doing so is through interlibrary loans and their increasingly important adjunct of photocopying. Great Britain provides the best known, but by no means the only, example of such cooperation.

A formal network of interlibrary loan organization has existed in England and Wales since 1931, when the Central Library for Students was reconstituted as the National Central Library and a series of library regions was established. This action was the result of the 1927 Kenyon Report on public libraries. Public, special, college and university libraries combine to pool their resources in attempting to provide access to any book of a serious nature for any reader at any library service point. The network is involved whenever the service point approached does not have the book required, then arrangements are made to produce the book there on loan from some other library.

There are ten regional library systems in England and Wales concerned with arranging interlibrary loans. Current expectations are that the number of regions will shortly be reduced to two or three when the Minister for Education and Science appoints a corresponding number of library councils as provided for in the Public

Libraries and Museums Act of 1964. Creation of the new councils is being deferred until the recommendations of the Royal Commission on Local Government in England, expected in 1968, have been received and considered, because these may lead to alteration of local government structure.

The National Committee on Regional Library Co-operation reviews lending arrangements and related matters such as the National Inter-Regional Subject Coverage Scheme. The policy it has laid down for inter-regional loans includes the provision that books in print and costing less than £2:2:0 be excluded from loan.

The Northern Regional Library System covers the counties of Cleveland, Cumberland, Durham, Northumberland and Westmorland. At the beginning of 1968 there were ninety three libraries in the region subscribing as members. The scale of charges for membership, about to be revised, provides for public libraries paying according to the population served, and for other libraries paying according to the number of volumes borrowed annually. Fees rise with population and borrowing increases, and at present range from £28 to £284 p.a. for public libraries, and from £3:15:0 to £17:10:0 p.a. for other libraries.

Management of the regional library system is vested in an executive committee appointed by member libraries at an annual meeting. Newcastle Upon Tyne City Libraries provide rented accommodation for the bureau in their central library, and supply staff to work in the bureau at the expense of the region. The bureau establishment is three.

The primary business of the bureau is to arrange interlibrary loans for member libraries and for other bureaux. Specially printed request forms are provided, one set for books and another for periodicals. On receipt of these from requesting libraries the bureau directs them to a library holding the required items, and loans are effected directly between the two libraries concerned. It is not usual for libraries to require repayment of postage on interlibrary loans. If required items are not available within the region a request, on a specially printed form supplied by the National Central Library, is made to the National Central Library. Sometimes a request is sent direct to another regional bureau or to the National Lending Library for Science and Technology. Requests to the latter require use of special forms sold at a price covering postage calculated at an average rate.

During 1966-67, 16,516 requests for interlibrary loans were received from within the region. Of these 12,674 were satisfied within the region and 2,751 were satisfied through the National Central Library and other regions. Requests not satisfied are believed to be fewer than indicated because of those returned for further information and those not proceeded with by requesting libraries. An additional

2,987 requests were received from outside the region and satisfied.

Until the 'British national bibliography' began to issue printed entry slips in 1960 the bureau maintained a union catalogue in sheaf form, compiled, with editing, from the entries submitted by member libraries. This was discontinued when B.N.B. entries became available. From 1960 all B.N.B. entries, printed and supplied specially on slips with 100 or more location boxes at the bottom, have been filed in sheaf form, regardless of regional holdings, in the order of B.N.B. entry numbers. Filing of all the entries simplifies sorting, filing, and interfiling. The B.N.B. also advises bureaux of cards ordered by libraries within their regions, utilizing computer listing to do so. This saves individual libraries from having to notify the bureau of these books acquired, and the bureau records holdings from the B.N.B. notification. Concurrently with the compilation of slips in B.N.B. numerical order, from 1960, the bureau has maintained a supplementary union catalogue on cards dated before 1960 or not otherwise listed in B.N.B.. This gives three records in which to check. Requesting libraries are required to quote the B.N.B. serial number if there is one. A copy of each entry is supplied to the National Central Library.

Uncertainty exists about maintenance of the union catalogue. Apart from the difficulties associated with having it in three parts, noting of withdrawals is in arrears, and the bureau itself may be abolished when the number of regions is reduced from ten to two or three. At this stage the bureau is reluctant to make any changes in the union catalogue which has been very expensive to compile despite its imperfections.

The North Western Regional Library System covers the Isle of Man and the counties of Cheshire and Lancashire. There are 107 member libraries in the region, and the bureau is housed in the central library of the Manchester Public Libraries. Manchester staffs the bureau and is reimbursed by the region for salaries. There are seven on the staff, comprising two librarians, three student librarians, and two clerk/typists.

A union catalogue is maintained and interlibrary loans are arranged as in the Northern Regional Library System. During 1967 the North Western regional library bureau received 38,438 requests for interlibrary loans from within the region, and another 4,190 from outside the region. Of these, 35,931 were satisfied, mostly within the region; 1,809 were rejected; and 4,888 were not satisfied. The main reason for requests not being satisfied was that the books were held only in reference libraries.

The union catalogue is similar to that in the Northern Regional Library system, except that entries for books not listed in the 'British national bibliography' since 1960 are filed in the older, alphabetical section, so that there are only two parts of the union catalogue. Recording of discards is in serious arrears. A list of wanted items is circulated twice a week. A separate union catalogue of periodicals is published.

The Yorkshire Regional Library System covers the West, North, and East Ridings of the county of Yorkshire, excluding Middlesbrough which is attached to the Northern Region. There are fifty two member libraries in the region. Unlike other regions, Yorkshire does not have a regional bureau and union catalogue. Instead, five major libraries receive requests for interlibrary loans and rely on a circular letter system to locate books not held by the first library receiving the request. This practice is followed because the five libraries are likely to hold between them most books in the region. The five are the Sheffield, Leeds, Hull, and Bradford public libraries and the West Riding County Library headquarters at Wakefield. Between 16,000 and 17,000 requests for interlibrary loans are dealt with annually. The regional library system is financially supported by subscriptions from the constituent local authorities and by a charge for interloan forms.

The Yorkshire region is the only region not to have a union catalogue for the region, and the only region in which local groups of libraries maintain union catalogues for themselves. A causal connexion is implied.

The two main functions of the National Central Library in London are to act as a national lending library mainly in the field of the humanities, and to act as a clearing house for loans between other libraries. Other functions are to lend books to adult education classes; to arrange for disposal of discarded books through its department the British National Book Centre; to prepare for publication the 'British union catalogue of periodicals'; and to compile, without publishing, the 'Slavonic union catalogue'. The library does not deal directly with the public but with other libraries.

The library has a staff of 100 and a bookstock of 400,000 volumes. Currently purchased books are kept in the new headquarters building, and lesser used books, mainly discards from other libraries, are stored in Woolwich Arsenal, a government owned building capable of housing 500,000 volumes. Funds are derived mainly from government grants, and partly from miscellaneous sources such as subscriptions from libraries and sale of the 'British union catalogue of periodicals'. The total income of £158,895 in 1966-67 included a grant of £141,408 from the Ministry of

Education and Science, £8,321 from libraries' subscriptions to the lending service, £3,710 from subscriptions to British National Book Centre lists, and £3,030 from sale of the publication.

Purchases for the library's own collection are supplemented by numerous gifts and by selection from the discards offered to the British National Book Centre for disposal. Some purchases are to satisfy loan requests, and some to serve the library's minor function of supplying books to adult education classes. In general the library does not have to acquire current English language books listed in the 'British national bibliography' because public libraries acquire them under the National Inter-Regional Subject Coverage Scheme. The National Central Library builds its collection to supplement the collections of other libraries and to assist its interlibrary loan function. Extensive files of bibliographical aids are maintained to enable staff to check requests for interlibrary loans and to answer bibliographical inquiries.

A union catalogue of nearly two million entries for books in British libraries is maintained to assist the library in arranging interlibrary loans. Loan request forms are printed, in a different colour for each region, and supplied free of charge to regional bureaux and other libraries. Requests are checked on receipt and action is taken to supply the required item from the Central Library's own collection or from another library. Sometimes to fill a request the loan has to be obtained from overseas: the Central Library also acts as agent in lending books to libraries overseas. The total number of requests dealt with each year amounts to about 140,000. No charge is made for loans beyond the small membership subscription.

The Scottish Central Library in Edinburgh is the central point for cooperation in Scotland. It maintains a union catalogue, arranges interlibrary loans, and has a collection of 40,000 little used and more expensive books to supplement the holdings of other libraries. It does not deal directly with the public but with other libraries.

Management of the library is vested in an executive committee representing public, special and university libraries, local government, and educational authorities. There is a staff of seventeen. Three quarters of the funds are provided by the central government, and one quarter is derived from membership subscriptions. Subscriptions are levied at the rate of two and ninepence for each book requested on interlibrary loan, or a higher, exact amount of cost for libraries borrowing but not lending. Careful accounting records are kept so that libraries may be charged appropriately for loans requested by them. Borrowing libraries also refund freight charges on books lent to them.

Interlibrary loans are arranged by libraries submitting requests on forms provided for that purpose. Telex may be used alternatively. Requests are checked first against the library's own catalogue so that the books may be supplied from stock if possible, then against the union catalogue which records holdings of 500,000 titles. If another library has the books required, special request forms are sent in the expectation that the holding library will complete the transaction or report back. Liaison with regional library bureaux and the National Central Library in England enables the Scottish Central Library to pursue requests further if necessary. Over 37,000 transactions were effected in 1966-67. Fiction in print and any other books costing less than eight and sixpence are not handled.

Maintenance of the union catalogue is the same as in English regional library bureaux, except for the noting of withdrawals which the Scottish Central Library painstakingly keeps up to date. Consideration is being given to the possibilities of recording entries for new books by computer, following the introduction of numbers on books, but it is thought that high costs would prevent older books from being entered by computer.

The library also publishes catalogues of specialized materials held in Scottish libraries. Two of these are 'Scottish newspapers held in Scottish libraries', published in 1956, and 'Scottish family histories held in Scottish libraries', first published in 1960.

Unlike the National Libraries of Canada and Australia, the National Library of Scotland is regarded as purely a reference and research library. Few interlibrary loans are issued, and then mainly for exhibition purposes. Instead of lending, the library offers photocopying services from its rich collections. This practice is also that of the British Museum which, by law, cannot lend.

Chapters 1 and 2 have shown how subsidy is applied in North America to make more books and other library materials available by simultaneous development of resources and library cooperation. A few further illustrations of the concern of U.S.A. and Canada for these matters are available.

The Bibliographical Center for Research, Rocky Mountain Region, Inc., in Denver is concerned primarily with interlibrary loans. Its services are defined as:

1. Location of research materials
2. Literature searches,
3. An interlibrary clearing house and communications centre.

The Center serves a region that is not defined precisely but covers roughly the twelve states between the Rocky Mountains and the Mississipi River.

The Center is an independent body supporting itself through membership subscriptions and fees. Membership is open to any type of library, with subscription rates varying according to the type of library. A charge of $2 is made for each inter-library loan request. More than seventy libraries subscribe to membership and contribute details of their holdings. State governments are being encouraged to pay the subscriptions for libraries in their states. Colorado pays for public libraries other than Denver Public Library, which provides accommodation for the Center in lieu of a subscription, and South Dakota is about to pay for all its libraries.

Founded in the 1930's at the suggestion of the librarian of Denver Public Library, the Center was originally concerned with providing bibliographical material to extend, by sharing, the meagre resources of member libraries. There has been little success with cooperative purchasing. Now the centre bases its service on a union catalogue which contains over 2,000,000 entries and has 500,000 entries added annually, with arrears in blending. More than half the entries are for material published before 1956. Bibliographical aids include printed catalogues such as those of the British Museum and Library of Congress. Checking of bibliographical detail is often required. Unless otherwise specified, requests for locations are treated as requests for interlibrary loans, with forwarding of the request to the holding library and notification to the requesting library of action taken, together with information of what other libraries hold the material.

Requests are received by telephone, teletype, and mail. Telephone requests are recorded on a special form, partly for accounting purposes, and requesting libraries are often asked to ring back later for the required information to save the Center the cost of telephoning. Teletype requests are submitted in a standard coded form. A duplicate of all reply forms is kept attached to the request forms. Requests are numbered serially and recorded on a statistical sheet. Approximately 20,000 requests a year are now being received.

States in the region are encouraged to develop union catalogues for themselves and to channel requests to the Bibliographical Center through state agencies. The union catalogue at the Center is increasingly concentrating on scientific, technical, and specialized material.

The Center's union catalogue is divided into two sections, pre 1956 and later, because of the printing of the National Union Catalog. The earlier section is filed in conventional drawers, while the later section is filed in a Remington Rand

Lektriever. The Lektriever is highly favoured, and more of the kind are desired subject to the strength of the third floor of the building where the Center is housed.

The California State Library provides an interlibrary loan service to all libraries in the state utilizing its own collection of 2,800,000 volumes and the holdings of other major libraries recorded in its union catalogue. Libraries are supplied with punched card request forms and addressed reply slips attached to the forms: requests are also received by Telex and telephone. If the item requested is available the card is used as a loan record and the reply slip is sent as notification of dispatch or impending availability: if not available, the card is returned with appropriate notation. It is found that libraries mostly prefer to submit their requests by a means other than the telephone because of the cost and risk of error. Use of Telex is preferred to the telephone, but telephone calls for urgent requests are always accepted and the problem of ordinary telephone calls is ignored. Requests are received at the rate of about 6,000 a month by mail, about 3,000 a month by Telex, and telephone calls, which tend to be local, are not counted.

The Metropolitan Bibliographic Centre and Interloan Division, despite its name, is something provided solely by the Toronto Public Libraries. It comprises a collection of finding aids and a union catalogue in the Toronto central library. The other public, special, and college libraries represented in the union catalogue simply provide their card entries. The university library is not represented because its holdings are too large and the Center can find out quickly whether the university has a book by sending a Telex message to the National Library of Canada in Ottawa. The Toronto Public Libraries provide the union catalogue free of charge for self help and to provide a public service. A condition of acceptance for another library's entries is that the Toronto Public Libraries may refer the public to the holding library for access to the materials listed. Most inquiries are received by telephone, about 2,250 a month. The union catalogue is considered worthwhile for its help with interlibrary loans and saving of expensive, duplicate purchases.

The National Library of Canada, in Ottawa, maintains a union catalogue in order to provide a national location service. About 3,000 requests for locations are received each month, by mail and by Telex. Requests are answered with either direct loans, of which the library makes 500 a month, or referral of the request to a holding library. In either case the requesting library is informed of action taken.

The union catalogue contains nearly 10,000,000 entries and receives 1,000,000 a year from 280-290 libraries throughout Canada. Entries are combined as much as possible. Catalogues in many libraries were microfilmed to obtain a basic record of their holdings, now kept up to date with entries submitted by the libraries, and not all of the microfilm has yet been printed on xerox slips, so that consultation of the union catalogue has to be supplemented by reading of the film. The microfilms are retained after copying as a safeguard. The union catalogue has not been computerized because the cost would be prohibitive: the library is deterred by the estimate of $5,000,000 to computerize the Library of Congress catalogue up to 1958.

Reciprocal borrowing privileges, which are legally compulsory in England and Wales and statewide in New South Wales by agreement between councils, are an objective for public libraries in U.S.A.. Recently formed library systems of the cooperative and federated types record the establishment of reciprocal borrowing privileges as one of their achievements.

The Workington College of Further Education Library in England effects cooperation with the local public library and, by agreement, admits members of the public as readers. The public library gains by access to the college's specialized collection in technology and miscellaneous subjects such as commerce, nursing, cookery, retailing, transport, and purchasing; and the college library gains by access to general material which it could not afford to include in its specialized collection.

Communication methods

Several observations have been made of methods used to effect communication between libraries in dealing with requests for bibliographical and reference information, location of holdings, and loan of materials. Considerations in them all are cost, speed, and precision in stating what is required. The following remarks are confined to newer methods.

The use of Telex to expedite interlibrary and interbranch loans is widely practised in North America and Great Britain. Libraries in U.S.A. have been particularly fortunate in having some of their installations paid for with federal subsidy. Whether the cost is always justified, however, is questionable. Not all loan requests need to be satisfied within a day, as U.S. libraries seek to achieve. The New York State Library answers the question with the explanation that a communication network for interlibrary loans has to be paid for whether it is used or not, so there is no point in discriminating between the needs of requests at this stage. Libraries still need to be careful in calculating comparative costs of communication methods.

A cheaper form of communication than Telex is used in the 49-99 Cooperative Library System, California; Code-a-phone, an oral code telephone, is used by member libraries to lodge their interlibrary loan requests with the central library at Stockton. Messages are received and recorded automatically on continuous stationery. Telex is used by the central library to communicate with libraries outside the system.

Experiments with facsimile transmission by the New York State Library to improve communication between libraries in the state have been abandoned temporarily because results were not satisfactory technically and costs were too high. A demonstration staged for the visitor at Lawrence Public Library in Kansas, from Shawnee Mission thirty miles away, reproduced a page from a periodical with readable type and recognizable portrait image, but the reproduction was dark and not of good quality: the cost of transmission is not known.

Comprehensive cooperative schemes

Public libraries sometimes cooperate with one another or with other types of library in local arrangements involving several or general means of cooperation.

The Enoch Pratt Free Library in Baltimore has a special cooperative arrangement with neighbouring public libraries. The city is surrounded by three counties and does not form part of any of them. Nine libraries in the metropolitan area around the city, within the counties, cooperate with the city library by holding regular meetings and operating a truck for deliveries, with the city library acting as the clearing house for the deliveries. The cooperation extends to siting of branches near the borders, and currently the possibilities are being considered of establishing a branch library under joint control of the city and one of the counties.

The Pittsburgh Regional Library Center was incorporated in 1967 as a non-profit, charitable, scientific, literary, and educational corporation open to non-profit organizations within a radius of 200 miles of Pittsburgh. Its purposes are:

1. To improve efficiency through cooperation;
2. To provide the facilities needed to solve common problems;
3. To coordinate the services of member institutions with services elsewhere.

Charter members were the Carnegie Library of Pittsburgh and local university and college libraries. The Center has begun with a donation from a foundation, and expects to survive with members' contributions. It was still in the formative stages without actual achievement at the time the Carnegie Library of Pittsburgh was visited.

Prior to establishing this Center, the Carnegie Library had compiled in its Science/Technology Department a union catalogue of periodicals in the Pittsburgh area. Entries currently are being recorded on tape so that copies may be printed. Several types of library are represented in the catalogue.

Special and public libraries in the Bradford area cooperate in a scheme known as Brastacs, short for Bradford scientific, technical and commercial service. It provides for cooperative buying and exchange of books and periodicals, through the Commerce, Science and Technical Department of the Bradford City Libraries. In addition to rationalization of holdings, the scheme provides for regular meetings of member librarians.

Liverpool City Libraries provide a special service to industry and business through an organization known as Ladsirlac. The name is derived from the Liverpool and District Scientific, Industrial and Research Library Advisory Council, which represents industry, business and the City Council in determining how the city library can best serve industry and business from its rich resources and through cooperation with the industries and businesses themselves and their libraries when they have them. The Advisory Council has an Industrial Liaison Committee consisting of ex-officio members of the Liverpool City Council, representatives of organizations subscribing 100 guineas or more to the services each year, and elected members. The basic subscription of three guineas entitles members to a given amount of service, calculated in terms of the number of inquiries and amount of postage on loans. The subscription is renewable when the prescribed amount of service has been used, or at the end of a year, whichever is the shorter period. The 283 subscribing members include college and special libraries, plus five large public libraries wishing to obtain Ladsirlac's publications.

Subscriptions help to meet the costs of the staff used exclusively in providing the services to Ladsirlac members. The five members of city library staff engaged on Ladsirlac duties are specially qualified by virtue of experience in special libraries.

Ladsirlac was established in order to give special extra-mural services to industry over and above the normal services offered through public, technical and special libraries. Special services offered are:

1. Production inquiry field service, involving on the spot examination of problems to clarify the problem where needed;
2. Literature searches, a preferential research service;
3. 'Ladsirlac technical bulletin' and 'Ladsirlac commercial bulletin', which list each month a selection of material received in the city library;

4. Postal loans, from the city library, member institutions, and other libraries if necessary.

The experience of Ladsirlac is that arrangement of interlibrary loans from further afield when necessary tends to increase reliance on the service, even when special librarians are appointed in the member institutions. A union catalogue of local holdings is not necessary because specializations are sufficiently well known to Ladsirlac staff for them to apply to the appropriate institution. Occasional checking of members' holdings confirm this and provide the opportunity of preventing unnecessary duplication. Member institutions supply information on request from staff experts as well as from literature.

Miscellaneous services include the holding of related lectures and exhibitions in the city library; arranging of translations and maintenance of an index of translators; and an annual three day course on the use of chemical literature.

The Manchester Technical Information Service to industry and business centres on the Manchester Public Libraries in informal cooperation with other libraries of all types. Service is free, extensive, and highly specialized. It includes interlibrary loans and limited rationalization of acquisitions and discards.

Sinto, the Sheffield Interchange Organization, has its own formal constitution for cooperation between local libraries. The first of its kind when formed in 1932, it now has sixty one members including the Sheffield City Libraries, University Library, and college and special libraries. An executive committee meets about three times a year on policy, and there is an annual general meeting of members. Member libraries pay an annual subscription of £2:2:0, although most of the operational costs are met by the city library which conceived the scheme and has fostered it over the years.

Primarily the Organization exists to share the resources of members, which is achieved mainly by interlibrary loans both from within and without the Organization, arranged through the Sheffield City Libraries. Union catalogues of books, periodicals, and translations have been compiled and maintained in the city library, although the union catalogue of books has now been discontinued. The union catalogue of periodicals is maintained on punched cards, and copies have been printed by computer: copies are sold to members at a cheaper rate than to the public.

Other Sinto achievements include the holding of periodic one day training courses in matters such as patents handling; rationalization of holdings and discards; issue of a newsletter; guidance in the development of the city library's collections; successful representations on the improvement of technical serials; sharing the cost of translation; and deposit in the city library of appropriate government documents.

Conclusions

The principles of library cooperation are reasonably well known in New South Wales but practices leave room for improvement. In particular there are needs for establishment of a formal interlibrary loan network at the state and regional levels, and for improved resources at those levels.

There is no state referral centre for interlibrary loan requests, and only one regional referral centre. In general libraries have to rely on the services of the National Library of Australia in Canberra, published union catalogues of limited value, and the vagaries of personal knowledge and competence. The National Library is becoming the backstop for most requests: whether it can and will continue to provide its services liberally is unknown. The experience of libraries overseas is that state libraries or their equivalent must play their part also.

The Public Library of N.S.W. is, in a sense, the parent of most libraries in New South Wales and has played a substantial part in their establishment and development. Yet in recent years, no doubt for financial reasons, its contribution to public libraries has been declining in importance. Services from the Extension Department have become limited to the point where they are of little more than assistance to the smallest public libraries in the country whose staff are untrained and prepared to accept an answer from the Department as final regarding the availability of a requested book. The Department's book collection is too small to meet requests and, as there is no union catalogue, the Department can neither refer an unsatisfied request to a holding library nor advise the requesting library where to try again, apart from a limited amount of referral, begun recently, to libraries in the Sydney Subject Specialization Scheme.

Despite its present deficiencies, the Extension Department of the Public Library of N.S.W. would appear to offer the best available facilities for development of a state referral centre for interlibrary loans, with similar functions to those of the National Central Library in England, the Scottish Central Library, and the California State Library. The state library has all the resources other than finance needed to provide this service and to resume its former role of leadership. Ways should be found of finding the finance to enable it to do so.

The one regional referral centre in the state is at Newcastle, where college, public, special and university libraries cooperate to maintain a union catalogue in the Newcastle Public Library, and informally exercise other forms of cooperation in the acquisition, storage, disposal and use of stock. The union catalogue is probably the only one in the state concerning the general holdings of public libraries, and, in spite of imperfections, has proved its usefulness in increasing the availability of books in the area.

Defects in the Newcastle regional union catalogue have occurred in the method of financing it and in coverage. The entire cost of housing and operation, except for the minor cost of contributing entries, has been left to the one library; and entries have been submitted by too few of the local libraries. These troubles are now under review by the New South Wales Central Coast Regional Group Council of the Library Association of Australia. There is no question of discontinuing maintenance of the catalogue, only of maintenance detail.

What is achieved in the Newcastle region can and should be achieved in other regions, although not necessarily in the same way. Regional referral agencies should exhaust the possibilities of satisfying requests from within the region before requests are forwarded elsewhere, just as requests should be filled within a state, if possible, before being referred to the National Library.

The Sydney Subject Specialization Scheme has also proved its worth in increasing book resources, not only in Sydney but to a lesser extent throughout the state because of interlibrary loans requested by other libraries. Access to the resources, however, is limited by lack of a union catalogue.

Book resources in the state certainly need bolstering. The two cooperative ventures in improving local resources, at Sydney and Newcastle, are a step in the right direction but insufficient on their own. Other regions could gain from cooperation and in all regions there should be a central resource library acting as the regional referral centre and supported by both subsidy and local contributions.

The practice of the English Midlands libraries in cooperative service to industry and business is of special interest to the Newcastle Public Library which already attempts to provide such a service on their pattern in cooperation with other local libraries. The present measure of success could be increased by further emulation of the English methods.

4. TECHNICAL PROCESSES

Summary

The selection and preparation of books for use in a library are important functions which are both time consuming and costly. Methods used in overseas libraries were investigated with view to ascertaining how costs can be reduced in New South Wales.

This chapter is arranged under the following subheadings:

Book selection
Ordering and accessioning
Cataloguing
Physical processing
Paperbacks
Central processing
Library of Congress
The H. W. Wilson Company

Book selection

Processing begins with the selection of books to be added to library stock. The selection is important because it affects not only service to readers but also the costs of further processing and housing. These costs apply equally to donations and books purchased, so care must also be exercised in accepting donations. In the selection of books for purchase bibliographical information is available which, if noted, facilitates subsequent processing.

Selection aids used commonly in North America are the 'Kirkus service' and the Greenaway Plan; in Great Britain, the 'British national bibliography' and viewing of books supplied for that purpose by booksellers and publishers. The 'Kirkus service' is a subscription periodical containing reviews of general interest books at all age levels. The Greenaway Plan, named after its originator, Mr Emerson Greenaway, the Director of the Free Library of Philadelphia, is an arrangement made between publishers and large or medium sized libraries whereby a single advance copy of each new book is supplied to the library at a special discount rate. Further copies may be ordered at normal discount rates. Books with the biggest discounts are not returnable and are either utilized or discarded.

Selection cards submitted by departments of the University of California at Berkeley have recorded on them various bibliographical details and facts such as holdings of the title. They are filed temporarily while books are on order and undergoing cataloguing. Departments have the right to buy books for their libraries, but their attention is drawn to any order which duplicates a title available elsewhere in the library.

In the Public Library of Stockton and San Joaquin County 'consideration' cards are prepared by the book selector in any branch or the central library. The book selection librarian checks all cards. Those considered suitable only for the central library are removed and the balance are reproduced in a list by xerography. Copies of the list are submitted to branch librarians in advance of a selection meeting. All make their own selection, but a certain amount of discussion occurs at a meeting before a final selection is made. Decisions are recorded on two copies of the list, one of which is used for ordering, and the other, after cutting up, for retention in the orders outstanding file, attached to the original 'consideration' cards which bear useful information such as extracts from reviews. Ultimately the second copy and consideration card go to cataloguing with the book. Listing, filing and ordering are done by title instead of author 'to save duplication and confusion'.

In the Los Angeles Public Library book selection lists are printed after initial computer production of the master list. Copies are submitted to all branches for consideration by all librarians. Where possible copies of the books are displayed for two days each fortnight and all librarians are invited to inspect them. When the branch librarians meet on the second day oral reviews are delivered if extracts from other reviews have not already been issued with the selection lists. In the afternoon branch librarians confer with their regional librarians and discuss selection further. Each marks a copy of the list then with books wanted for his branch, and a marked copy of the list from each is submitted for data processing and computer ordering.

The Los Angeles County Public Library makes regional librarians responsible for selection for branches within their regions. They attend weekly selection meetings at headquarters for this purpose. Initial selection is made by subject specialists. Coordinators of services to children, young adults, and adults work together closely in selection.

The Denver Public Library has a book selection committee on which regional librarians serve for three months in rotation. The committee decides in general terms what each type of library may buy and each librarian decides finally from a list sent to him. Budgetary allocations are made for libraries and types of material. At the end of each month funds for book purchases have to allow for such things as replacements.

The High Plains Public Library System holds three book selection meetings in different areas every six weeks. Copies of the 'Kirkus service' are distributed and examined beforehand, then marked with decisions at the meetings. Books obtained on approval are related to the reviews and shown at the meetings. Librarians at the meetings may order for their own libraries from their own funds, or indicate interest in titles being added to the system collection out of state funds.

Branch librarians in the Midcontinent Public Library do their own selection from reviews and books delivered under the Greenaway Plan which are seen by them at least once a month. Selection decisions are recorded by the branch librarians directly onto order slips placed in the books.

Branch librarians attend at the central library of the Toronto Public Libraries once a week to choose from book samples and the 'Kirkus service', books that they consider suitable for branches. A selection list is printed after their meeting and sent to them all for final selection in respect of their own branches. Department heads from the central library also examine the material under consideration.

Book selection is coordinated in the Boston Public Library. Branch librarians do their own selection from inspection of books on approval, and reviews when necessary. The 'Kirkus service' is available. Children's librarians prefer to read the books than the reviews. As a general policy purchase of expensive books such as encyclopaedias and gazetteers is deferred until reviews are available. Branches have set budget quotas to guide spending.

Selection in the Albany Public Library is done fortnightly by a committee comprising the deputy director, department heads, and branch librarians. Another committee for children's books meets once a month. Reviews in the 'Kirkus service', the 'Library journal', etc., are utilized.

Selection in the Free Library of Philadelphia is stated to be more time consuming than subsequent treatment of the books. Under the Greenaway Plan seventeen publishers send a single copy of each new book four to six weeks prior to publication. An annual lump sum is paid for these, eliminating the costs involved with separate invoices and returning of items not fancied: all are library property on arrival. As the books are received under this plan the heads of subject departments decide whether any may be discarded, and separate the balance into two groups, those considered suitable only for the central reference library and those likely to be of use to branches. They also suggest reviews of the latter. Reviewing is allotted to all professional members of staff. Books are displayed for a fortnight to be inspected by branch librarians who select for their own branches and mark an order slip in each book accordingly. The branch librarians also have the option of selecting books from the group set aside as suitable for the central library only. They sometimes encounter a special problem when they want a book not selected for the central library: the policy of requiring the central library to have a copy of everything in the branches prompts the branch librarians to try to persuade the heads of departments in the central library to stock a certain title in order that branches may obtain a copy. Considerable selection is also done from reviews and bibliographies: selection lists are mimeographed for distribution to branch librarians.

The subject departments in the Research Libraries of the New York Public Library do their own selection and forward order slips to the acquisitions department for checking against unnecessary duplication. In the Branch Libraries, where processing is entirely separate, book selection is extended to staff from each branch so that local demands may be met. Because of the proximity of so many publishers most new books may be viewed before publication. These are assembled for examination by librarians and are accompanied by reviews extracted from the 'Kirkus service', etc., and those made by members of the staff. Branch staff record on a composite order slip what they require.

The Glasgow Corporation Public Libraries place great emphasis on having branch librarians do their own book selection, within the budget allowed to them. Selection is made from reviews and examination of books in shops. No guidance in selection is given to them, but the superintendent of the district libraries has the power of veto.

The Edinburgh Libraries and Museums Department, unlike the Glasgow Corporation Public Libraries, has a completely centralized procedure of selecting books for branch libraries.

The Bradford City Libraries also have a centralized selection procedure, with consideration given to requests made by branch librarians. Selection is done largely by subject specialists from books on approval, and from reviews. Preliminary selection is collated with entries in the 'British national bibliography', and the final decision rests with a committee. The cataloguing department does most of the allocating of books to branches.

Branch librarians in the Sheffield City Libraries do their own selection from books on approval and from reviews.

In the Manchester Public Libraries book selection is basically from the 'British national bibliography' for British publications, and from reviews for foreign publications. As most British publications are bought, the initial procedure is to mark a copy of the 'British national bibliography' against what is not wanted, the balance being ordered from booksellers by reference to B.N.B. numbers only. Selection and ordering occur in two further stages. After the first copy is received, it is examined by two staff panels, with the deputy city librarian on each, to determine the location of the first copy and how many other copies are required. In the second ordering the number of copies is limited, rather than having ordering for all branches. Further copies may be obtained through a third order undertaken in conjunction with a monthly revision of stock, progressively dealing with a section of the Dewey Decimal Classification each month. One selection panel includes representatives of subject departments, and the other of branches. The lending library panel includes about three district librarians at a time, in rotation. Major district libraries receive first preference in allocation; other branches may request particular titles at any time.

Liverpool City Libraries purchase nearly every book listed in the 'British national bibliography'. British publishers send a copy of each book published to the library via local booksellers. The first copy is always allocated to reference, and selection is made from examination of it as to how many other copies are required.

The Birmingham Public Libraries receive all new British books on approval. Nearly all are retained for the reference library and all are examined once a week by branch librarians who select what they want. Their choice is checked by the deputy city librarian and the superintendent of branch libraries. Branch libraries are given a nominal budgetary allocation and budgeting is controlled by calculations based on an average price for books.

In the Westminster City Libraries selection is made by branch and reference librarians from books on approval. Each marks a coded card. Final approval rests with two small committees, for adults' and children's books, who tend to add titles to those selected rather than to omit any. Progressive rough costing is done for adult non fiction by means of three average costs for different price levels, allotting so many points for each.

Luton Public Libraries place the first copy of any book bought in their central library. Branch librarians may request titles they have read about, and otherwise select stock, subject to the approval of the senior branch librarian, when they visit the central library once a week. Booksellers, by arrangement, automatically supply a copy of all new British fiction. Two stock editors are employed in the central library, coordinating selection, culling and mending.

Branch librarians in the City of London Libraries mark a copy of the 'British national bibliography' according to their requirements, then meet with the principal lending librarian to finalize selection.

The borough librarian in Camden Public Libraries personally examines books on approval once a week and decides what shall go into the system, by dint of removing anything unsuitable. Branch librarians examine the approved books on the following day and mark their claim on a slip in each book. The final decision on the number of copies for the system, and their allocation, is made by two senior members of staff. Every new British publication is received on approval by arrangement with booksellers, who each have an assigned area of coverage. Branch librarians are given a budgetary allowance for standard works, replacements, and purchase of duplicates at the rate of one for every four reserves.

A special form of selection is exercised in the National Library of Scotland. Most of the library's acquisitions are of publications deposited under copyright provisions. As deposit copies have to be claimed, and an agent is employed for this purpose, selection is made before claiming.

Ordering and accessioning

Most libraries visited use multiple order forms, and coordinate orders for copies of the same book so that less work and cost will be involved in ordering and subsequent processing. Several illustrations and exceptions are noted in the following. Some libraries even insist upon all copies ordered being delivered together unless there are special reasons rendering this impracticable. Accession registers are no longer used but accession numbers are often used by large libraries for purposes of copy identification. Some libraries are now using computers in ordering and accessioning.

Multiple order forms are used by the libraries of the University of California at Berkeley and Los Angeles. At Berkeley the forms used are I.B.M. punched cards, in quadruplicate. One copy goes to the dealer, one to the cataloguing department, and two to the accessions department. The cards are so printed that the dealer's copy is ready addressed for posting in a window envelope. One of the accessions department's copies is filed alphabetically under the dealer's name, and the other numerically by order number. The two files enable identification of books delivered however they may be listed on the invoices. Both copies are extracted when books arrive, one accompanying the book to cataloguing, and the other being refiled with selection cards in an in-process file, to be extracted after cataloguing is completed. Order cards in the accessions department are checked regularly in an I.B.M. sorter so that outstanding orders may be separated: these are photographed on a specially printed form sent to the dealer as a reminder. At Los Angeles copies of the order form are filed in both the catalogue and in-process file after books are received. The Free Library of Philadelphia simplifies accounting and clerical procedures by using different coloured forms for adults', young adults', and children's books. The John Crerar Library uses forms of different colours to record stages of action. One is filed in the catalogue at the time of ordering, another replaces the first when the book is received, and a third replaces the second when the book is assigned a call number. Catalogue cards finally replace the forms.

Coordination of orders is effected by most libraries as much as possible. There are a few exceptions. In some of the U.S. cooperative and federated library systems member libraries exercise their right of ordering when and if they please. Ordering for the Glasgow Corporation Public Libraries is not coordinated because more importance is attached to having branch librarians do their own book selection. Manchester Public Libraries, as noted under Book Selection, order copies of the same book in three successive stages so that expenditure on purchases will be limited to requirements revealed by demand. Harvard University follows a policy of 'controlled decentralization' which permits departments to do their own ordering and accessioning. Two very large libraries, the New York Public and the Birmingham Public, at present have separate processing departments for their reference and lending sections, largely due to problems of accommodation. Each is due to occupy new premises in the near future, when the New York Public Library may, and the Birmingham Public Libraries will, combine their two ordering and accessioning departments. Orders are not coordinated in the Chicago Public Library because of accounting requirements.

Coordination of deliveries is insisted upon by the Los Angeles Public Library which will not accept split orders unless out of print books are involved: the dealer is required to report upon any delay in filling orders. A reverse procedure is followed with adult fiction by the Westminster City Libraries, where copies have to be delivered by the booksellers directly to the branches concerned.

Accession numbers, unrelated to the keeping of accession registers, are often used purely for purposes of copy identification. Such numbers are recorded on the books and related records. The Edinburgh Libraries and Museums Department uses accession numbers in loan charging: numbers are not re-used but are altered with every million by a prefix or suffix number. The University of California Library at Berkeley similarly uses numbers in repetitive series up to 999,999. In the Free Library of Philadelphia numbers begin with two figures indicating the year of receipt, and have other contrived significance as well. The High Plains Public Library System uses an adaptation of this method in which the first two of five figures refer to the year of acquisition. A comparable practice in the John Crerar Library, where the age of material is significant, is to express book numbers in the form of numbers symbolizing dates. Other libraries in which the use of accession numbers was noticed are the Bradford City Libraries, New York Public Library, Toronto Public Libraries, and University of California Library at Los Angeles.

Book identification numbers are used by the Los Angeles Public Library in conjunction with its computer programme. After one order has been placed using a book identification number a repeat order requires only citation of the number without bibliographical details. The library allots its own numbers at present, but expects to have to revise its practice when national numbering of books becomes more common. As noted earlier, the Scottish Central Library is also observing the effects on computer cataloguing of the recent introduction of numbers on new books.

Use of computers in ordering and accessioning is made by a number of libraries, most interestingly so in the Los Angeles Public Library where installation of related equipment by the principal dealer is utilized to effect deliveries within eight hours normally. Cards are coded and punched in the library for feeding into a computer at the city hall where a deck of cards is produced which enables a coded telephone message to be sent to the dealer. Smaller, miscellaneous orders are separated by the computer which prints a purchase order for them. The computer also prints out brief history reports on orders which reveal what has been received and what is still outstanding.

The libraries of the Smithsonian Institution are benefiting by development of an extensive computer programme to deal with the Institution's multitudinous holdings and acquisitions in the natural history field. The many millions of items present record problems which are being solved with the aid of computers: current acquisitions are being listed on tape and eventually it is hoped to complete the retrospective listing of holdings. The availability of computers and personnel has enabled attention to be given to library problems: the programme now provides computer-printed purchase orders, bi-weekly reports on the status of the many accounts, book labels, Library of Congress card order slips, and temporary catalogue cards. Investigations are proceeding to extend the programme to serials work and other library activities.

In the Harvard University Library computers are used to print out, sort, and dispatch orders to dealers. Introduction of the system was prompted by having over 200 book funds to handle. Chicago University Library has a pilot project in computer ordering financed by an outside institution. The Denver Public Library also uses a computer for ordering. The possibilities of using computers in this way are being investigated by the New York Public Library and the University of California Library at Berkeley. The latter is reluctant to rush into use of computers until more is known about them and their costs; its only use of a computer to date has been in the experimental production of a select list of periodicals, which could have been done as well by other methods at less cost.

Several miscellaneous accounting procedures were observed. In the Public Library of Stockton and San Joaquin County, which processes for itself and other libraries in the 49-99 Cooperative Library System, separate invoices are received with book deliveries. Stockton invoices are passed for payment periodically rather than immediately, and other invoices are certified and sent immediately to the contract libraries. The Bradford City Libraries prepare wages and accounts for payment from the city hall. The Boston Public Library complies with general tendering requirements of the city by letting three or four contracts with booksellers on an 'open end basis'. Five copies of each invoice have to be submitted to the city hall for payment. Processing in the Chicago Public Library is in a state of confusion because of accounting requirements. Cartons of new books are piled high in the corridor outside the accessions department, yet the cataloguing department complains that new books are fed in too quickly because of the need to pass invoices for payment. Owing to insistence on each department spending its monthly book budget exactly and within the month, orders are not coordinated and copies of the same book cannot be dealt with together. The city's purchasing requirements necessitate tenders being invited annually from booksellers, with award of the supply contract to the lowest tenderer without regard to service. Suppliers change annually. The Camden Public Libraries, on the other hand, divide their business between several booksellers constantly, while the City of London Libraries place orders with several booksellers in turn. The Camden Public Libraries also retain those books supplied on approval when it is decided to place an order for them. The High Plains Public Library System records the purchase price of books to the nearest half dollar above.

Handling methods are designed to minimize the handling of materials in processing. One delivery system noticed was in the Branch Libraries of the New York Public Library where a shute from the front of the building to the processing department enables cartons of books to be delivered. In the same place, and in the Kansas City [Kansas] Public Library and the Free Library of Philadelphia conveyors move books around the processing department. A common practice in U.S. public libraries, for instance the Free Library of Philadelphia and the Public Library of

Stockton and San Joaquin County, is for the accession department to hold all but one of multiple copies while one copy is being catalogued: all physical processing and the production of catalogue cards are treated as clerical operations not requiring movement of extra copies through the cataloguing department. Replacement copies are treated in the same way as added copies.

Serials accessioning in the University of California Library at Berkeley utilizes accession cards filed alphabetically in drums, with coloured flags to indicate frequency of issue and to assist the claiming of issues not received. The National Lending Library for Science and Technology uses Kalamazoo strip indexes. So that a number of clerks can work simultaneously in accessioning, periodicals are sorted on arrival by letters of the Roman alphabet and by other alphabets.

Cataloguing

Libraries in North America effect a considerable saving on the cost of cataloguing by relying heavily on the services of the Library of Congress. Libraries in Great Britain mostly do their own original cataloguing, although some make use of cataloguing in the 'British national bibliography'. Increasing use is being made of computers and printed catalogues, although the card catalogue is still the most common form in use.

Original cataloguing is minimized, particularly in the U.S.A., by copying entries produced and printed by the Library of Congress or the 'British national bibliography', or by buying cards produced for sale by those organizations. In the California State Library, for instance, cataloguing is mostly a matter of following Library of Congress practice and as such is made a clerical procedure. With the comparatively little original cataloguing required on local, specialized, and urgent material, clerks do the descriptive cataloguing and further savings are effected by following Library of Congress subject headings. Subject headings devised locally are few and specialized. Similarly, in the Publc Library of Stockton and San Joaquin County clerks do the searching for Library of Congress entries, then photograph them with a Polaroid CU-5 Land camera which enlarges them to normal size: professional cataloguers have then only to attend to rush orders or works not catalogued by the Library of Congress. Calculations of the number of cards required, reproduction and finishing of entries, and their distribution, are clerical operations. Similar practices are followed in most North American libraries, sometimes in advance of the books being received. In Great Britain only two libraries, the Luton Public Libraries and Newcastle Upon Tyne City Libraries, were found to have comparable practices in using 'British national bibliography' printed cards as much as possible to save costs on original cataloguing.

Acceptance of cataloguing in this way undoubtedly cuts costs, but has its imperfections. The Library of Congress has consistently maintained in making available its cataloguing and classification system that libraries choosing to use them should recognize that they are produced for the Library of Congress's own requirements which are not necessarily the same as in other libraries. Yet only two libraries in U.S.A. were found which were conscious of this reservation. They were the Library of Congress itself, and the Free Library of Philadelphia. The latter prefers to do its own cataloguing and only refers to L.C. practice for appeal in difficult cases. The Free Library adheres to the Anglo American Code, which L.C. does not, and consequently has differences in the choice of entry. It also recognizes weaknesses in the L.C. system of subject headings, and avoids them by maintaining its own list of subject headings and by adhering to the principle of specific entry. In the Library of Congress it was admitted that many of the subject headings used were in need of alteration, and although revision is a constant process the size of the operation is so large that revision is not undertaken as often and readily as necessary.

Other exceptions to the practice of following Library of Congress cataloguing are to be found in the largest libraries. The Center for Research Libraries has so much specialized material not catalogued by L.C. that it has to do much of its own cataloguing. The John Crerar Library has a similar experience, and follows L.C. practice wherever possible, in association with precataloguing, for other material which tends to be monographic. The Chicago Public Library does 50% of its own cataloguing, cancelling automatically orders for L.C. cards if they are not immediately available when ordered. Harvard University Library and the New York Public Library Research Libraries do their own cataloguing in entirety. The New York Public Library Branch Libraries utilize both Library of Congress and H.W. Wilson Co. cataloguing but still do most of their own cataloguing.

Reproduction of catalogue entries is achieved in a variety of ways. In the Public Library of Stockton and San Joaquin County the draft entry is copied photographically by Xerox camera onto a paper master when four or more entries are needed, otherwise entries are typed. The master enables a Multilith offset printing machine to print the required number of entries and book pockets. The John Crerar Library reproduces cards eight at a time on a Multilith stencil: the cards are prepunched and are guillotined after printing. In the Toronto Public Libraries fiction entries are reproduced by Addressograph , and non fiction entries are reproduced by Flexowriter or offset printer according to the number required. Ottawa Public Library uses a Gestetner machine and a process by which carbonated ribbon typing attracts ink from the rollers and transfers it to the cards via the blanket. The Upper Hudson Library Federation uses Xerox or Multilith according to the number of entries required; the Northern Colorado Processing Center either a Xerox 720 or Multilith; and Kansas City [Kansas] Public Library uses Addressograph. Methods used in the last two mentioned organizations are described more fully later in this chapter under the heading of Central Processing. The Boston Public Library has cards reproduced by a commercial firm in a photographic process claimed to be cheaper than other methods. The Midcontinent Public Library prints cards on a Xerox 2400. Glasgow Corporation Public Libraries use a spirit duplicator and save the stencils for further use when required: reproduction of cards is coordinated only to the extent of letting seven or eight copies of a book arrive within a short period from the time of ordering before dealing with them.

Printed catalogues are considered by the Free Library of Philadelphia to be the most satisfactory form of catalogue for a library having a large number of branches, and to be best suited for popular material that does not remain in circulation indefinitely. However, it is not the cheapest form and there needs to be use for at least 175 copies of the catalogue before printing becomes economical. The Free Library maintains a dictionary card catalogue for its central library, and a printed catalogue for its forty branches. The printed catalogue is reprinted annually, with monthly supplements cumulated twice a year for adults' and young adults' stock, and bi-monthly supplements cumulated once a year for children's stock. Copies are provided liberally in the central library and branches, including the different sections for adults, young adults, and children, and different floor levels where there are any, in the branches.

Locations are not shown in the Free Library catalogue, and branches must use their shelf lists to tell whether they have a copy of the book listed. The interbranch lending system makes all titles available at any branch unless the branch is deliberately excluded from borrowing of this sort. The cataloguing department is notified when branches cease to hold titles. The changing of subject headings, etc., is an advantage of the printed catalogue.

Printing of the Free Library catalogue is done by offset, following photographic reproduction of the master plate. The cards themselves are photographed with the Friden Composoline Camera which turns cards over automatically to photograph them in turn. The camera itself costs between U.S. $16,000 and $18,000, depending on accessories required. The Free Library considers this method of printing to be cheaper than computer printing, and to have the advantages which computer printing does not have, of ability to cope with alphabets other than Roman and of being able to print a full dictionary catalogue.

The libraries of the University of California print catalogues in order to maintain coordination of their services. The University has nearly 100,000 students enrolled in nine campuses, and its two biggest libraries are at Berkeley, with 3,228,018 volumes, and Los Angeles, with 2,469,810 volumes.

The Los Angeles County Public Library has a printed catalogue of forty volumes to cope with its ninety three branches and 3,000,000 volumes. A printed catalogue was decided upon in 1952 because it was impossible to supply all of the then 102 'branches' with card catalogues: twenty five had card catalogues and others had shelf lists only. The present catalogue lists the holdings of the entire system and copies are available in each library. Locations are not shown because of the work involved and because the information would be out of date before the catalogue was printed. Branches have shelf lists to reveal their own holdings. The printed catalogue has certain advantages over the card catalogue, but nevertheless is believed to be dearer to produce.

A number of major research libraries print catalogues for the benefit of scholars. Included amongst these are the Library of Congress, British Museum, John Crerar Library, and the Mitchell Library in the Glasgow Corporation Public Libraries. Such catalogues are generally valued by other libraries as bibliographical aids. Their value is borne out by the success of G. K. Hall and Company in the recent commercial venture of publishing the catalogues of libraries such as the John Crerar Library.

The printed catalogue of the Mitchell Library, Glasgow, includes entries for books received between 1916 and 1949. Prior to that entries were made in a slip catalogue. Accessions since 1949 are being catalogued in a dictionary card catalogue which will be replaced by another printed catalogue for the years 1950 to 1969. The library has another printed catalogue listing periodicals held in 1960.

The latest author catalogue of the British Museum was printed recently in 163 volumes. The subject catalogue is printed in five-yearly supplements. Rough entries for authors and subjects are filed permanently in alphabetical order; printing of entries is done directly from the roughs, initially on cards for a supplementary catalogue, and then for book supplements. Pending printing of the catalogues three copies of a slip catalogue are maintained, two in the reading room and one in the cataloguing department, by pasting in copies of each printed page from the last printed catalogue on one side of a guard book, and relevant entries from supplements on the opposite page. Shelf lists are maintained by cutting out entries from the printed catalogues and pasting them on cards. The Library has separate printed catalogues for newspapers, maps, modern music, and music earlier than 1800, entries for which do not appear in the general catalogue.

Cataloguing in the British Museum is not coordinated with that of the 'British national bibliography'. For space reasons in the Museum the B.N.B. has now moved to a site half a mile away and does not have direct access to Museum acquisitions. It is housed with the agent employed by the Museum and other copyright deposit libraries. The Museum must receive a copy of every British publication under copyright law, whereas the other libraries have to claim what they want: the B.N.B. staff see in their own premises only those publications claimed by the other libraries and have to check with the Museum for anything else.

Computer cataloguing is done in the Chicago University Library and Camden Public Libraries, and preparations for it are being made in a number of other libraries. The Harvard University Library prints a shelf list by computer and is considering expanding the shelf list into a classified catalogue.

The Harvard shelf list originated in sheaf form and became difficult to manage in that form. Copies of the printed list are distributed throughout the library system and are sold to other libraries. The printed list has an index to classes, true shelf list, index of entries in alphabetical order by author, and, in some sections, a chronological arrangement of entries by date of publication. The proposal under consideration is to include added subject entries in order to make a classified catalogue of it.

The National Lending Library for Science and Technology is prepared to list its serial holdings by computer when it acquires one. At present these holdings are listed on punched cards by title and serial number. Various lists are printed from time to time by conversion of the punched information on an automatic typewriter within the library's machine room, or on an outside computer.

The University of Chicago Library computer project with ordering and cataloguing is a special pilot project financed by an outside institution. In due course it may be extended to circulation.

The California State Library is experimenting with computer cataloguing and receives Library of Congress cataloguing on tape weekly. The experiment is financed with federal subsidy because of expected benefit to public libraries throughout the state. One objective is to supply printed catalogues of regional holdings to selected libraries such as the Public Library of Stockton and San Joaquin County to facilitate and expedite interlibrary loans.

Introduction of computer cataloguing in the Camden Public Libraries was facilitated and even necessitated by the amalgamation of three former borough libraries as one library in 1965. The three former libraries had different cataloguing systems and the physical form of the three union catalogues prevented their integration. A computer printed catalogue, for stock additions since 1965, with locations shown, has been introduced for lending library stock and it is expected that after about five years, turnover of stock will result in the old catalogues being reduced in size so much that incorporation of remaining entries in the printed catalogue will be simple.

Preparation of entries for computer printing involves coding, done by cataloguers at Camden directly onto large sheets with space for many entries; the coded sheets go from the cataloguers for punching. The only other record retained in the library at this stage is a card typed with essential bibliographical and accession detail, for filing in a union shelf list.

The printed catalogue is reissued every six months, with monthly cumulated supplements. It comprises sections for adult non fiction, adult fiction, and children's books, with non fiction in both classified and alphabetical order. Additional locations or other amendments, including discards, are effected automatically when information is fed into the computer. The computer also does the alphabeting. Several copies of the printed catalogue are supplied to each branch library.

The borough librarian at Camden contends that computer cataloguing is more effective and cheaper than conventional cataloguing. He knows what he wants a computer to do for loan charging also, but has not yet decided on the right machine. He plans to extend ordering and stock control to the computer as well. His enthusiasm, and knowledge of the subject, are such that he asserts that it would be worthwhile for any library to switch to computer cataloguing, even if it meant hiring of time on a commercially owned computer.

The same view is not held generally. The California State Library, for instance, expects that it will take ten years for production of printed catalogues from a computer to become cheaper than the present card catalogues. The National Library of Canada is deferring computer cataloguing because it is estimated that the cost of doing so would be too high. The Toronto Public Libraries are similarly deterred by cost after conducting a successful experiment, at I.B.M's expense, with reproducing Flexowriter tape information onto a special tape suitable for use in a computer. The John Crerar Library and Free Library of Philadelphia are sticking to conventional methods of cataloguing in the belief that the cost of computer work is too high and computer use is still in the experimental stage.

The general impression gained is that computer cataloguing is advantageous in certain conditions, and is very expensive. The usual procedure seems to be for an organization of which a library is part to acquire a computer first, to spend about a year mastering its use, then to look to the library and other parts of the organization to provide further work for it. Converting conventional procedures to computer use is in itself a lengthy and expensive business, as the Los Angeles County Public Library is now experiencing in computerizing the printing of its catalogue. Further difficulties, pointed out by the Free Library of Philadelphia and other libraries, occur in retaining work priorities when the library does not possess its own computer, and in relying on computer experts who do not really understand library problems. In these respects the Smithsonian Institution Libraries are favoured because the Institution possesses several computers and has in its own employment computer experts who are advantageously placed to learn and meet the requirements of the libraries.

Classification is normally regarded as part of the cataloguing process, although actually it is a distinct process. Several comments on classification systems, and their application in processing, are worth reporting. The Boston Public Library has found the Library of Congress Classification to be less flexible for lending libraries than the Dewey Decimal Classification, particularly with children's books, and cites the difficulty of L.C. not classing biography as a form, which causes local adaptations to be made. The National Library of Canada uses D.C. headings in its classified catalogue instead of L.C. headings because the latter are not flexible enough for a classified order: L.C. numbers are used in conjunction with chain indexing. The Chicago Public Library experiences difficulties in its subject departments with successive revisions of D.C., and thinks that the drastic revision of D.C. in the seventeenth edition was responsible for many U.S. libraries changing from D.C. to L.C..

Further instances of the provision and maintenance of catalogues and shelf lists appear in the ensuing chapters.

Physical processing

The lettering, covering, and fitting of books with loan equipment are relatively simple procedures but ones in which a great deal of variation occurs. Related considerations of prebinding, reinforcement, mending and rebinding extend to use of paperbacks as expendible material. Libraries centralize or decentralize physical processing according to their own convenience.

Lettering is commonly done with labels typed or printed at the time catalogue cards and loan equipment are being produced. The labels are then placed near the bottom of the jacket, on the spine, before plastic covers are used. Only one library, the Glasgow Corporation Public Libraries, was found which placed the label on the outside of the plastic. Some libraries which have the means letter by stamping, and others letter in ink. Ink is used satisfactorily in some libraries but in others where sufficient care is not taken the lettering spoils the appearance of the book. The cumulative effect of good or bad lettering produces a noticeable impression on visiting a library. Plastic covering is usual in lending libraries and rare in reference libraries. The only type seen in use was available in several widths, had a backing piece, and had the plastic joined to the backing piece only at the top: the bottom of the plastic was folded over the book jacket. There is general satisfaction with the use of plastic covers for its achievements of improving the appearance of books and preserving their physical condition. Book pockets are commonly inserted with the aid of pasting machines and sometimes with pre-adhesive coatings that only require moistening. Book cards are often printed in the same operation as the printing of catalogue cards, without extra typing or typesetting.

Labour for these operations in North American libraries is usually unskilled and often by the part time employment of students from high school or college. Assembly line techniques are favoured. An interesting practice occurs in the Midcontinent Public Library where, for present reasons of accommodation, the physical processing is done by night shifts to clear the previous day's cataloguing output and to permit daily deliveries to branches. The Sheffield City Libraries and Luton Public Libraries pay the booksellers to do the physical processing for the books they supply because the booksellers can do the work cheaper than the libraries can. The City of London Libraries engage a commercial binder to letter, cover and paste pockets in catalogued books, and to deliver the finished books to the respective branches, by which time the branches should have received cards for the books from the central library.

Centralization of physical processing is most usual, although some libraries distribute some of the work to branches. The Boston Public Library requires branches to do the pocketing, and to save time and space sends out the books in advance of the cards. The Free Library of Philadelphia leaves only the location stamping to branches: all other processing, including the placing of general library stamps on the books is done centrally. To assist sorting and dispatch the central library pencils the branch number on the top edge of each book. The Glasgow

Corporation Public Libraries cover books centrally before dispatching them to branches, and the branches letter over the plastic, pocket, and paste a special bookplate on the inside front cover of every book. Westminster City Libraries have centralized lettering and decentralized covering.

The library seen with the greatest binding difficulties is the Delhi Public Library. Books published in India mostly have very poor quality paper in them and have paper covers. Rebinding is necessary before circulation but is rendered difficult by the quality of the paper and narrow gutters. All books in the library are heavily used and constant rebinding is necessary. Libraries elsewhere are not so badly off but have still to attend to the physical condition of books before and after use. Libraries such as the Midcontinent Public Library buy children's books in strong library bindings. Some, such as the Midcontinent, issue readers with paper carrying bags to protect the books when borrowed. Some have their bindery to effect repairs and others require circulation staff to effect simple repairs. In the Luton Public Libraries two stock editors supervise the physical condition of stock as well as selection and culling.

Paperbacks

Processing costs are being saved by many libraries on paperbacks provided to promote reading. It is found that some people will read a paperback but not a hard covered book. Boys in an underprivileged area of Toronto, Canada, regard the borrowing of a hard covered book as 'sissy', yet may be persuaded to borrow paperbacks.

As a promotional device libraries are stocking paperbacks with a minimum amount of processing, and regarding them as expendable. Newsagency type stands, wire framed and revolving, are placed prominently so that their displays of paperbacks will be readily seen and easily accessible. Two examples of their treatment may be seen in the Chicago Public Library and the Free Library of Philadelphia. In the former processing is limited to stamping, pocketing, and shelflisting; and in the latter paperbacks are merely stamped and pocketed. Not even overdue notices are issued for them in Philadelphia. The Free Library also has four temporary branches in trailers which are stocked with nothing but paperbacks.

Generally libraries report favourably on the use made of paperbacks. They are borrowed frequently and are looked after well. The Chicago Public Library has satisfied itself on this point by marking the book pockets after each loan in order to count the loans. One library with misgivings is the Jones Branch for Boys and Girls, Toronto Public Libraries, where paperbacks are often the only books that boys will borrow, yet the supply is limited because suitable titles are hard to get, they are stolen, and become tattered too quickly.

Central processing

Just as centralization in cataloguing is more economical than decentralization for a library with branches, so is it for a group of similar libraries in comparison with the libraries individually. Other processes may also benefit from centralization, although not to the same extent as in cataloguing, and the agencies providing libraries with central cataloguing service usually include other processes with their service, hence their name as processing centres. Several examples are quoted at length because of their implications for New South Wales.

The *California State Library* processes for thirty one public libraries and one junior college library under contract. The libraries are charged $1.40 for each volume handled, and it is estimated that the cost to them if they did the work for themselves would be between $2 and $7 according to the type of book.

Ordering is centralized, which has the incidental advantage of gaining bigger discounts for the contract libraries. Books are delivered to the processing centre and checked against invoices so that libraries may be charged appropriately. Cataloguing utilizes Library of Congress work as much as possible and classifying is done according to D.C. or L.C. as required. Liaison is effected with the State Library's own cataloguing to prevent duplication of work. Catalogue cards are reproduced by a method combining photography with multilith printing. Book pockets are inserted and the books are lettered and covered with plastic before being dispatched to the libraries. On receiving them the contract libraries have only to remove the catalogue cards from the book pockets before filing the cards and books.

The *Northern Colorado Processing Center, Inc.*, is a non profit corporation that undertakes processing for the community. Public and school libraries in the area of the High Plains Public Library System participate, and libraries from further afield could do so although their business has not been sought. The administrator is the only qualified librarian on the staff: she has nine clerical assistants and a half time high school student. The rented premises are in the Weld County Library which, with two other libraries, started off the Center in 1961.

The Center supports itself entirely from charges for services, at the current rate of $1.30 per volume handled. Fees are calculated annually from the expected minimum number of accessions per library, and are payable in advance. Extra payment is involved if the minimum is exceeded. The State of Colorado pays the fees for some public libraries, by way of subsidizing them, and pays quarterly in advance. Other libraries pay six months in advance. In 1967 there were 40,000 volumes handled by the Center.

There is little coordination of ordering, in consequence of which a count is made of volumes handled instead of titles. Pooling of orders achieves greater discounts, currently 36%. The Center places orders and invoices are made out to the Center to which deliveries are effected.

Other people's cataloguing is relied upon for convenience and economy. Library of Congress proofs are received and filed regularly to provide the first source of reference. Other sources are resorted to if L.C. proofs fail. A copy of the Center's own entry is kept in a special file if it has to be made because an entry does not appear in L.C.. This file is consulted if L.C. and other sources fail.

Libraries use a standard order form in six copies. They retain one and submit five to the Center for action. The Center retains three and submits two to dealers with weekly orders. Two of the Center's three copies are filed in a purchase order file arranged under the name of each dealer: one of these is eventually sent with the book to the ordering library, and the other is attached to the invoice made out by the Center and sent to the library. The third copy is used for tracing entries in Library of Congress and other catalogues so that catalogue cards, etc., may be prepared before the book is received; subsequently it is kept in a 'cards in process' file, and then is attached to the Center's copy of the invoice until the library acknowledges receipt of the book, when it is finally discarded. The two copies supplied to the dealer are used by him as a report on delays in delivery, if necessary, and as a package slip with the book when supplied.

Following a minimum revision of the L.C. proof by the administrator, cards are reproduced for the catalogue and a book card and pocket are typed. The administrator notes the back of the draft card to tell the typist how many sets of cards are required. When all cards, etc., have been prepared the bundle is filed in readiness for arrival of the book. If the book arrives before the cards, etc., have been prepared, all three copies of the order slip are noted. Proofreading of typing on cards and checking of records for completeness are done at various stages.

To reproduce up to fifteen catalogue cards a Xerox 720 is used. If more than fifteen cards are required, a master is produced by xerographic photography and cards are printed on a Multilith. Because of the cost of the latter process a few extra cards are produced to meet possible future requirements. A perforated four card stock card is used in this process because it yields cards with less perforated sides than the cheaper six card stock card.

On receipt of books and invoices the invoices are checked against the order files and are kept ready for payment subject to final checking of the books themselves. Catalogue cards, book cards and pockets and call number labels are extracted from the files and placed with the books. Invoices are passed for payment by the Center and records are kept so the Center can prepare its own invoices for issue to the libraries.

Books are not stamped and do not have accession detail recorded in them. Call numbers typed on labels are affixed by heat and the books are covered with plastic, have pockets pasted in them, and in the pockets are inserted the catalogue cards, shelf list card, and two copies of the book card. Deliveries to the libraries are made weekly.

The service is considered essential for small libraries that do not know how, or cannot afford, to do their own cataloguing, yet misunderstood by such libraries, and less valuable to larger libraries receiving specialized material.

The Kansas City [Kansas] Public Library provides a processing centre for its own branches, school libraries in the city area, and the Northeast Kansas Libraries. There is no reimbursement for the city's own public and school libraries; Northeast Kansas Libraries pay $1 per book handled. The centre handles over 6,000 books a month, plus audiovisual materials. Dominant features of the centre are the book conveyor and Addressograph printing of catalogue cards, etc..

Book selection is the responsibility of each library. Schools are supplied with lengthy lists of approved books. Some coordination of orders is effected through monthly inspections of books supplied on approval. The multiple order forms used have tabulated symbols to identify ordering libraries. Two copies go to the bookseller, one copy back to the ordering library, one to the order file, and one is used for cataloguing.

Precataloguing is done as much as possible, utilizing Library of Congress proof slips or the library's own extensive file of addressograph plates. Cards and other records are usually ready for matching with the books on arrival. L.C. cataloguing is accepted with the minimum of revision, and Addressograph plates can be altered as required. A union shelf list is maintained for school libraries.

A metal Addressograph plate is stamped for each main catalogue entry by keyboard typing. The specially adapted Addressograph printing machine allows printing of the complete entry and variations of it. For added entries the tracing notes are omitted and each heading is printed at the top of the card as required. Book cards and pockets are printed with the same plate, bleeding the right side of the print.

Manipulation of the keyboard also allows printing of the call number on a label to be attached to the jacket or book spine. The Addressograph plates are used to produce masters for Multilith printing of lists.

Books reach or leave the centre on an upper floor of the library building by means of a book lift fitted with an automatic ejecting device on all floors to save staff movement. On arrival they are unpacked onto a conveyor which winds around the room from the point of accessioning to the point of dispatch. The conveyor is table height and is surfaced with pairs of metal rollers, each about six inches long and about two inches in diameter. Books are placed on it and are easily moved manually from person to person concerned with the processing.

The assembly line along the conveyor comprises mainly non professional persons, particularly casual labour drawn from high schools. At the time of visiting they included some of the forty negro high school students employed by the library with federal funds during the school vacation. Some work is saved up to be done by such labour over the long vacation. Normally the library employs about twenty persons on a casual, part time basis.

For accounting purposes an I.B.M. card is made out for each book received. The library has particular responsibility in assisting school libraries to keep within their budgetary provision.

The headquarters of the Upper Hudson Library Federation provides free central processing for member libraries, previously mentioned in other connexions. Of further interest is accounting procedure. The centre orders on behalf of member libraries to obtain bigger discounts for them, then bills the libraries for their purchases once a month, relying on their payments to pay the booksellers.

Mention has also been made of the New York State plan for statewide processing. Formulation of this plan has been guided by a report of Nelson Associates, Inc., commissioned by the State Education Department, and by the Department's own realization that one third or more of the subsidy paid to library systems is spent on central processing. An objective of the plan is to lower the unit cost of processing.

Amongst the findings of Nelson Associates were these:

1. Statewide processing would save $880,000 at least;

2. Local differences in cataloguing methods are not an insurmountable barrier;

3. Of the 262,000 new titles catalogued by library systems in 1964/1964-65, only 45,000 were unique titles;

4. All public libraries in the state spent over $5,000,000 in processing about 2,400,000 items, at an average cost per item in excess of $2.08.

Library of Congress

The cataloguing services of the Library of Congress are legendary. They are also so extensive that they are best described by quotation from the library's own Regulation 213-1, 'Organization and functions of the Processing Department':

> The Processing Department, with about 1500 employees in eleven separate divisions, three offices, one special project, sixteen overseas offices, and with a budget of over 16 million dollars, annually acquires over 8 million books and other pieces of library material for the Library of Congress by purchase from over 1,000 dealers, by exchange agreement with over 20,000 institutions, by transfer from other U.S. Government agencies, by gift, and by copyright deposit. The department also catalogs, classifies and otherwise prepares these materials for use by the Congress, Federal Agencies, and the American public. Charged with the administration of the Library's responsibilities under Public Law 83-480 and Title II(c) of the Higher Education Act of 1965, the department acquires, through the first of these programs, 1,700,000 pieces annually for other American research libraries, and catalogs and classifies these and all other materials of scholarly interest for the entire American community. It also operates the self-supporting Card Distribution Service which sells over 74 million printed catalog cards annually to over 20,000 libraries in the U.S. and abroad; publishes hundreds of volumes of book catalogs which comprise the American national bibliography and other lists which make known the availability and location of essential research material and maintains and edits the Library of Congress and Dewey Decimal classification schemes used by the vast majority of libraries throughout the world.

Organization of the Department has:

- Department Office
  - Office of the Coordinator of Overseas Programs
  - Children's Literature Cataloging Office
- Exchange and Gift Division
- Order Division
- Serial Record Division
- Descriptive Cataloging Division
- Shared Cataloging Division
- Subject Cataloging Division
- Decimal Classification Office
- Card Division
- Catalog Maintenance and Catalog Publication Division
- Union Catalog Division

The H. W. Wilson Company

Another world famous institution is the H. W. Wilson Company in New York City.

H. W. Wilson founded the company in 1898 when, as a bookseller, he found difficulty in locating items requested, and began to compile his own check lists. Gradually the indexing service for which the company is renowned emerged.

The company is quite independent of any other organization, and does everything for itself, except for a little bit of casemaking, on the one site. The only outside printing undertaken is for 'Public affairs information service'. It conducts all its sales business directly by mail with the customers concerned, mostly libraries in the English speaking world. The profit margin is controlled to keep the products within the means of small and medium sized libraries at which they are aimed.

Pride is taken in the tradition set by Mr H. W. Wilson, and the firm operates like a family business, even to having its own union to which all employees other than staff may belong. Close liaison exists with the American Library Association, which has a committee to advise the company on the selection of periodicals to be indexed: the company watches cost factors but subscribers vote on the final selection of periodicals to be indexed.

Professional staff, other than a few old hands, are qualified librarians. The company tours the library schools recruiting each year. Librarians on the staff are encouraged to be members of the American Library Association, to attend conferences, and to hold office. The company is represented at every major library conference in the nation as a corporate member and/or as an exhibitor.

Librarians mark periodicals to show what index entries are required, in what form, and with what headings and references. The periodicals then pass to clerical staff for preparation of the entries. Entries are typed straight from the marked periodicals and proceed to typesetting with frequent proofreading. Galley proofs are cut up in slips that are pasted on the original typed entries for purposes of cumulation. Linotype slugs are retained for cumulation, and only the first word of each line has to be read in cumulated proofs.

There is a separate staff for each index, and stationery used for each index bears appropriate symbols, so there is no risk of entries being misplaced. Periodicals are filed near where the indexing is done until the final cumulated index is published, then are discarded. A small reference library suffices for editorial staff otherwise. A subject headings file for each index records use of headings in each year.

The 'Cumulative book index' is growing in size as the number of publications increases. Not all the publications listed are sighted. In many cases questionnaire forms are sent to publishers. On the other hand many publishers deposit copies of their publications with the company, nearly always free of charge, because they realise how valuable it is to have their works listed or indexed.

In order to keep production costs down, three of the new linotype machines are operated by punched tapes and only one attendant. The tapes are punched on large keyboards. A training machine has an attachment producing normal typescript as well as the tape, but it is found that operators become proficient at reading the holes in the tape, so the production machines are minus the attachment.

Conclusions

Considerable savings on the cost of cataloguing for public libraries in New South Wales could be achieved through the practices of accepting other libraries' cataloguing and of central cataloguing. Both merit further investigation. At present most libraries in this State do their own original cataloguing, with varying degrees of competence and with repetition of cost in every copy of the same book held by the different libraries.

Acceptance of other cataloguing poses questions of its availability and suitability. Available card services are believed to be those of the Library of Congress, H. W. Wilson Company, 'British national bibliography', and the National Library of Australia. The extent of their coverage, cost, and delivery time in relation to local conditions are specific considerations.

There is less doubt about the practicability of establishing central cataloguing. This could be done on a regional basis by one library within each region. Preferably the service should include not only public libraries but also school libraries, and possibly teachers' college libraries as well. Reconciliation of practices would be necessary, but should not prevent the goal from being achieved. The participation of other types of library is not envisaged because their material is specialized.

The centralization of other processes for autonomous libraries is seemingly of less consequence and a matter of local practicability.

The application of computers to library work and the use of printed catalogues are assuming increasing importance. Their cost, however, warrants careful consideration before libraries adopt them in place of existing methods.

5. LENDING SERVICE AND BRANCH LIBRARIES

Summary

Public libraries have a dual function in providing lending and reference service. Although neither can be completely divorced from the other, lending tends to be decentralized to a greater extent that reference. This chapter mainly concerns the provision of lending service through branch libraries, with some mention of central administration. The next chapter deals mainly with the reference aspect of central libraries, and mentions the relationship of reference and lending service in them.

Subheadings used in this chapter are:

Provision and administration of branches
Organization of lending service
Stock arrangement
Catalogues and shelf lists
Loan charging
Interbranch loans
Special services

Provision and administration of branches

Branches are established in order to bring library service within the reach of the people. Decentralization of service requires coordination of activities in order that the policy of the library may be followed uniformly, efficiently and economically.

The Los Angeles Public Library has sixty one branches and four bookmobiles to serve a population of 2,779,500 in an area of 463.5 square miles extending forty miles from north to south, and forty miles from east to west, with a narrow strip to reach the port area. The first level of service is given in fifty four community branch libraries and by the bookmobiles that serve areas without permanent library facilities. Each branch has a small but well-rounded collection, concentrating on the more popular books and periodicals. Collections in these branches range from 9,000 to 50,000 volumes. The second level of service is given in seven regional branches which have more specialized and larger bookstocks, and offer some services not available at the community branch level. Regional collections range from 40,000 to 80,000 volumes. The third level of service is given in the central library, which has over 1,200,000 volumes. The library has 1,100 employees.

Administration stems from the central library and is extended through the regional branches, each of which has from six to eleven community branches under its care. The director of branches is generally responsible for them, allocating book funds and staff, and regulating service. Three coordinators supervise book selection and service to adults, young adults, and children. Regional librarians, assisted by regional children's librarians, supervise the branches within each region. Each branch has a branch librarian, and most branches have also a children's librarian and a young adults' librarian.

The problem of communication in such a large library system is dealt with by means of a staff manual, a house journal issued at irregular intervals, and staff meetings. The director of branches meets regional librarians once a week and visits regions regularly. Branch librarians meet fortnightly in the central library, where they also engage in book selection and have meetings on a regional basis. Children's librarians meet once a month.

Opening hours of the branches vary within a region, but conform to an overall pattern. Most open from 1 p.m. to 9 p.m. Monday to Friday, and on the Saturday some open from 10 a.m. to 5.20 p.m., some from 9 a.m. to 1 p.m., and some not at all. For political reasons one branch is open on Sunday, with volunteer staff at time and a half, but the library does not wish to extend Sunday opening until the system as a whole is better developed; in any case there are doubts whether enough members of staff would volunteer to work then.

Reference service is being developed on a regional pattern. Each regional library has a collection of 3-5,000 reference books, and deals with requests that have not been satisfied in the community branches. If the request cannot be satisfied in a regional library it is referred to other regional libraries before being referred to the central library. Federal subsidy has been used to develop reference collections in the regional libraries, and is expected to provide shortly for the installation of Telex linking regional libraries, the central library, and two neighbouring library systems.

The Northeast Region comprises the regional library and eight community branches. The regional library, called the Arroyo Seco Branch Library, houses the regional staff and branch staff who are independent of one another except for extra persons on the branch staff to provide relief in the community branches when required. The regional staff consist of the regional librarian, regional children's librarian, and two clerks. The branch staff consists of the branch librarian, children's librarian, young adults' librarian, two other librarians, one library assistant, three clerk/typists, two clerks, and two and a half messenger/clerks. In addition, high school and college students are employed casually at $1.80 an hour to put away books, etc..

The Arroyo Seco [Regional] Branch building contains nearly 12,000 square feet, and has rooftop parking because of site limitations. A bookstack is provided in addition to the three reading areas, offices and workrooms. Apart from the supplemental service for community branches in the region, the branch serves a local community of about 40,000 people and issues 215,000 loans a year. The bookstock numbers 60,000 volumes.

Three other branches visited in the Northeast Region present contrasts in accommodation. The Henry Adams Branch is a converted shop jammed full with books; the Lincoln Heights Branch is an old Carnegie building of monumental appearance; and the third, although fairly new, is already too small owing to the inadequacy of the site.

The Los Angeles County Public Library, already referred to in Chapter 2, has its ninety three libraries divided into eight geographic regions for administrative purposes, and an additional, special region serves twenty one hospitals, gaols, and detention camps for boys. The nine bookmobiles are attached to appropriate regions. Two more regions are to be established within the next five or six years. There is no central library as such, the headquarters in the County Records Hall containing only administration, processing, and about 100,000 little used, specialized books. Deposit stations have been replaced by libraries and bookmobiles. The name of library rather than branch library is used in this system for political reasons, there being so many cities and municipalities contracting with the county for supply of library service.

The work of the library is divided into two administrative departments, administrative services and library public services. The director of administrative services is responsible for housekeeping functions such as finance, public relations, political and local government relations, personnel and buildings. Included on his staff is a mechanical engineer designated as building facilities planning coordinator. Field operations in library public services are organized similarly to those in the Los Angeles Public Library. In the County Library greater distances between libraries present problems: the pyramid hierarchy gives regional libraries a fair measure of autonomy.

Communication between libraries is effected by means of a staff manual and staff meetings. Regional librarians meet weekly at the headquarters when they select books for purchase for all libraries in their regions. Monthly meetings are held in a branch of each region and as many librarians as possible attend. Deliveries between the headquarters and regional libraries are effected daily, between regional libraries and libraries within the region twice weekly. Staff authorized to use their own cars for official purposes receive eighteen cents a mile for the first 250 miles in a month, and thereafter eleven cents a mile.

A building programme has made great progress in recent years. Formerly the library owned no buildings other than a few Carnegie buildings, and numerous deposit stations were established in free or rented premises. Some of the cities within the county erected their own buildings and withdrew from the system. Secessions prompted a decision in 1956 to set aside provision for a library headquarters, and to decentralize administration through regions. In that year a limit of one cent in the ceiling library tax rate of ten cents per $100 of taxable property was reserved for library buildings, and in 1959, by which time the ceiling had been lifted to thirty cents, the building reserve was increased to a maximum of five cents. Currently three to four cents pro rata of annual library income is reserved for buildings. Five of the regional libraries have been erected, one other is under construction at the present time, and bids are currently being called for another. A site is being resumed for the eighth. Numerous community branches have been, or are being, built. One library is about to be closed because the State has resumed the property for construction of a freeway. Standards adopted require a minimum floor area of 7,000 square feet for community libraries, and a minimum of 30,000 square feet for regional libraries.

Federal subsidy, as stated previously, has facilitated the County Library building programme. The programme is also being assisted by public demands in the various cities for good library buildings and service.

Several of the regional libraries contain over 100,000 volumes each. Each region is responsible for a subject specialization. Books from the entire library system are made available at any service point, even though one library is in the desert eighty five miles away from the headquarters. Los Angeles has the highest rate of car ownership anywhere, and people normally use the library nearest to them, but not necessarily so. There are reciprocal agreements with some of the cities within the county, including Los Angeles City, with provision for cash adjustments where imbalance occurs.

The Rosemead Regional Library serves the West San Gabriel Valley Region in which there are another eleven libraries. The building, which has a floor area of only 20,000 square feet, smaller than the present standard, contains a meeting room with a seating capacity of 120. It is used for projecting films and for community group meetings. The kitchen facilities provided with the meeting room are used for suppers and miscellaneous purposes such as 'cook-ins' for teaching geography. Furniture in the meeting room is movable and can be stored in recesses.

A small department in business and technology is achieved by removal of books and periodicals from the general collection.

The three other libraries seen are in the San Antonio Region. The City of Lynwood Library is a typical medium sized library situated in a community centre. It is overcrowded and an extension is planned. The conservative public of 47,000 is civic minded. The City of Compton Library is in a building that was erected in 1938 and is soon to be replaced by a new building of 20,000 square feet. The population served numbers 78,000, of whom 60% are negro and 40% white. The staff of ten includes two librarians and one library assistant. The Willowbrook Library is a small neighbourhood library in unincorporated territory. It has been remodelled since damage incurred during the 1965 riots of the Watts area.

The Denver Public Library has five regional libraries, six branch libraries, five neighbourhood libraries, a special service to the blind, four bookmobiles serving twenty nine stops, and twenty three deposit stations in hospitals, fire stations, community centres, etc.. The regional pattern provides for bookmobiles as the first level of service, neighbourhood libraries as the second, branch libraries as the third, regional libraries as the fourth, and the central library as the fifth. The system as a whole serves 525,000 residents with 1,100,000 books plus other materials. There are 292 on the staff, of whom ninety three are librarians, fifty three graduate library assistants, eighty eight clerks, and fifty eight others.

To relay information the central library issues a policy manual with supplements in the form of fact sheets, a personnel manual, and a staff news bulletin. Regional librarians meet the director of public libraries at the central library each week, and serve in turn for three months at a time on the book selection committee. They also visit libraries within their regions at least once a month, and are in constant telephone communication with the librarians. Owing to pressure of work, formal meetings of librarians within the regions have been discontinued, but it is hoped to revive them. Regional librarians also serve as the branch librarians in the regional libraries.

The Hadley Regional Library in the Southwest Region has a staff of five librarians, one library assistant, two clerks, two student shelvers in summer time, and a custodian cleaner. This staff provides relief within the region. There are over 37,000 volumes in stock to serve a population of 70,000 in the whole region, and 270,000 loans are recorded annually. The library has a well equipped auditorium. Desks for 'information' librarians are provided in the sections for adults and children. The Ross Barnum Branch Library in the same region has a smaller building, stock and staff. It houses the blind collection. The Ashmark Park Neighbourhood Library, also in the Southwest Region, is situated in rented shop premises in a shopping centre. It has 8,000 books in stock and circulates 50,000 p.a.. It has a staff of two librarians, two library assistants and a half time page/shelver.

The Midcontinent Public Library has twenty libraries and a bookmobile to serve over 300,000 people. With the federation of a fourth county in 1969 the number of branches will increase to twenty eight. A new central library of 165,000 square feet is under construction. The present headquarters building is not a service point.

Gladstone Branch is in rented premises underneath a bank, and is about to move into larger premises, also rented, in a new shopping centre. The new premises are being specially constructed for library use. The Kearney Branch in Clay County serves a town population of 900 and a rural population of 2,500. It is open twenty hours a week, has a staff of two and a half, and lends 35,000 books p.a.. Raytown Branch has 75,000 square feet of floor space, a staff of seven, and issues 300,000 loans a year. The Independence Branch has a bookstock of over 100,000 volumes and provides the main reference section of the system. It also houses the Missouri Libraries Films Cooperative. Teletype and teleprinters are standard equipment in the system's branches for dealing with interbranch and interlibrary loan requests.

The Johnson County Library has six branch libraries and a bookmobile to serve a population of 170,000. The system is being developed without a central library in the expectation that it will merge with a larger library system. The present headquarters are housed in one of the branches. Reference service is centralized in one of the larger branches. Similarly a centralized overdues department, centralized film service, and centralized switchboard have been provided to free staff in the branches for dealing directly with the public. Loans total 764,000 p.a..

Two of the branches are small and serve rural areas. The bookmobile also serves the rural area with thirty three stopping places. In the built up area several small branches have been closed and replaced with four larger branches, with a fifth under construction. The four larger branches are at least two miles apart in the expectation that people would have motor vehicles and would prefer to visit a medium sized library than a small one.

The Plaza Branch of the Kansas City [Missouri] Public Library is in a magnificent new building designed to accord with the fashionable shopping centre in which it is situated. Fountains form an important part of the design. The impression given is of opulence rather than utility and economy: meeting rooms are provided generously in both the adults' and children's sections, corridors are unnecessarily wide, and there is an abundance of toilets including in one section four adjacent toilets for men, women, boys and girls. Considerable vacant stack area has been provided for future expansion of the collection. There are eight librarians on the staff. Circulation totals 13-14,000 books a month. In the downstairs children's section, normally a scene of considerable activity, there were a librarian, clerk and page on duty and no readers when the branch was visited at 8.30 p.m..

The Carnegie Library of Pittsburgh has seventeen branches and four bookmobiles, a bookstock of 2,048,208 volumes, and a staff of 600 to serve a total population of 1,628,587 in the city and Allegheny County. Sixteen of the branches are in the city area, which is also served by one of the bookmobiles. The Allegheny Regional Branch and the other three bookmobiles serve parts of the county not otherwise served by thirty six independent libraries. Fourteen of the branches in the city are neighbourhood branches, one is a business branch, and one is a downtown branch. Another regional branch is under construction.

Construction of the branches was in the first instance financed by Andrew Carnegie. In recent years federal subsidy has enabled several new branches to be built. An outreach programme with the underprivileged currently being conducted with the aid of a grant from the Richard King Mellon Foundation is hoped to yield information that will help in relocating some branches. Extensive remodelling of the Allegheny Regional Branch is taking place, despite the fact that a new building on another site would be cheaper and better placed: public sentiment insists on retention of the old building because it was the first library given by Carnegie. Some of the old Carnegie branch libraries with adjacent swimming pools give rise to the expression in Pittsburgh of 'going to the library for a swim'.

The Toronto Public Libraries have twenty three branches, a bookstock of 1,200,000 and a staff of 450. Visiting service is given to eight hospitals, and institutions such as homes for the aged and the juvenile court are provided with deposit stations known as travelling libraries. Three of the branches are for children only.

The City Hall Branch, magnificently housed in the new city hall of striking design, really comprises three libraries, a normal lending branch, a business reference library, and a municipal reference library. The lending section is on the ground floor and the two special collections are on the mezzanine. The staff includes a branch librarian and three section librarians.

The George H. Locke Memorial Library is at the northern end of the city in a wealthy area where reading does not require much encouragement. A stock of 50,000 has a staff of eight librarians and nine assistants, and about 500,000 loans are issued annually with about forty hours of opening per week.

The Jones Branch for Boys and Girls is in an underprivileged industrial area where great encouragement is needed for the children to read. The branch has a stock of 12,000 volumes; a staff of five comprising two librarians, one full time assistant and two part time shelvers; and is open thirty five hours a week. At the time of visiting, three of the front windows had bullet holes in them, thought to have been caused by an insane sniper.

The Ottawa Public Library serves a population of 296,248 with eight branches and three bookmobiles. Two hospitals receive collections of books which are supervised by a part time staff member. The library has a bookstock of 410,434 volumes and a staff of 163, including twenty five librarians, plus 100-150 part time assistants. Three regional branches are being developed with responsibility for satellite neighbourhood branches. Shopping centres are strongly favoured as sites for branch libraries.

The Carlingwood [Regional] Branch is situated at the edge of a shopping centre's parking area, in the most impressive building seen for a medium size branch library. The branch began in rented premises elsewhere in the shopping centre and, when business grew sufficiently, the new $400,000 building was erected with provision for expansion. The site is adjacent to schools and apartment houses also. When first occupied only the ground floor level was used, now the children's section has moved to the basement and plans are under way for the vacant mezzanine to be used as a young adults' section. The branch has a bookstock of 40,000 and a capacity for 70-80,000 volumes. Loans issued per month number 25,000. The present staff of ten is expected to grow to twenty.

The building of the Carlingwood Branch is both attractive and functional. Of modernized Gothic architecture, it has a ramp entrance and indirect and artificial lighting instead of windows. A specially commissioned steel and bronze sculpture by Gordon Smith is suspended from the centre of the ceiling above the ground floor. Fittings include Reske shelving, cork board panels in the walls to absorb sound, and a book lift between floors. A kitchen in the basement is so designed that it may be used jointly yet exclusively by staff in their room and people in the auditorium.

The Hampton Park Plaza Branch is a small neighbourhood branch in a shopping centre. The shop building occupied has a corridor entrance alongside a barber shop with a glass partition between, deliberately placed for promotional purposes. The branch has a staff of three part time assistants and no librarian, and a bookstock of 14,000 volumes. It lends 8-10,000 books a month.

The South Branch is another neighbourhood branch that is bigger than usual owing to proximity of two universities, colleges and high schools. Some student books and reading accommodation have to be provided because of the demand. A staff of six circulates 15-16,000 books a month from a bookstock of 25,000 volumes.

The bookmobile headquarters are situated in the basement of the South Branch, with separate staff and administration. The three bookmobiles are each drawn by covered vans which make branch deliveries while the bookmobile is stationary. Each bookmobile carries about 2,500 volumes, and has charging at one end and discharging at the other. Immediate reissue of the books is possible. There is a staff toilet and washroom in each vehicle. A staff of thirteen mans the three bookmobiles, each with a driver and two assistants, one English speaking and the other French speaking. Bookmobile service is suspended for six weeks during summer to permit staff leave to be taken, cleaning to be done, etc.. The stack serving the bookmobiles carries a stock of 25,000 books.

Elmvale Acres Branch is another shopping centre branch in rented premises. It has a bookstock of 18,000 volumes and lends 14-15,000 a month. There is a staff of four plus part timers.

St Laurent Branch will be developed as the East Regional Branch. Features include space for expansion, split levels, a feature fireplace in the centre, and a ramp entrance. The levels are designed to facilitate supervision without unnecessary staffing. The raised level of the ground floor is for adults, and the lower level for children. A third and bottom level is for young adults and development of a reference collection. The site is in a poorer residential area where there are inadequate home reading facilities, so the branch is well used for reading and studying on the premises. Details noticed were a bicycle rack outside, bilingual signs, and removal of a bus stop from the front of the branch to prevent litter from accumulating there. The branch lends 14,000 books a month.

The Boston Public Library has twenty seven branches, four bookmobiles, and a hospital library service. A population of 615,000 is contained in an area of forty nine square miles. There are 2,500,000 books in stock, and a staff of 600 is employed.

Branches have been reorganized and developed in accordance with a plan submitted in 1955 by the Boston City Planning Board. Recommendations in this plan were based on the American Library Association's 'Post war standards for public libraries', 1943. Pertinent standards are:

1. Each branch library should serve an area within a mile to a mile and one half, and a minimum population of 25,000 to 50,000.

2. Branch libraries must be easily accessible. Each branch should be in, or adjacent to, major shopping and community centres which daily attract the residents of the surrounding area. They should be on, or near, major streets to attract motor vehicle and mass transportation users. In the best interests of the community as a whole, as well as the users of the library in particular, each facility should provide adequate parking facilities.

3. Library facilities should be housed in separate buildings which are structurally adequate and of functional and attractive interior and exterior design. Each major branch library should contain: (1) separate reference and reading areas for children, teenagers, and adults; (2) adequate work and storage areas; and (3) a utility room - lecture hall facility.

Branch librarians help determine the opening hours for the branch and sections within the branch, in the light of local needs. 'People in the U.S.A. are generally afraid to go out at night unnecessarily.'

The four bookmobiles draw from a bookstock of 60,000 volumes. Together they lend 500-600,000 books a year, mostly to schools and to children. Circulation drops in the summer.

The North End Branch serves a population of 14,000 who are mostly Italian. There are 26,000 books in stock, and 50,000 loans a year are recorded. The staff of four and a half includes a branch librarian who divides her time between this and another branch. The building of 8,600 square feet features an enclosed courtyard with a garden, fountain, and diorama; lighting is natural. Coatracks and hangers are provided. The branch was provided with a colour television set at the time of opening and it was soon stolen.

The South Boston Branch serves 40,000 people with a bookstock of 25,000 volumes and a staff of seven. Circulation totals 100,000 p.a.. The building has an area of 10,000 square feet and has a larger meeting room than older branches have, fitted with a piano, stereo, and projector. The meeting room has entrances from both the street and library. The branch also houses some of the system's duplicate and little used books. Students read there quite a lot. The branch is said to be overstaffed for reasons of personal safety.

The Washington Village Branch serves 15-18,000 people with a bookstock of 20,000 volumes. Circulation totals 60,000 p.a.. Premises are in the basement of a federal housing unit, rented for $50 p.a. with light and heat provided. For safety reasons a policeman on light duties is commonly stationed at the front of the building. This branch cooperates with the South Boston Branch in matters of book selection, publicity, etc..

The Albany Public Library serves a population of 129,726 with five branches, one bookmobile and a bookstock of 218,418. Circulation totals 568,882 books and other items. Branches share with the central library the misfortune of being drab and inadequate, despite which the staff succeed in giving a service comparable in quality with service elsewhere. Relief to the problem of accommodation is expected when a new central library is built within two years, after which the library will become eligible for subsidy in respect of branches. In the meantime a new branch is to be erected in place of a branch being demolished for purposes of road construction.

The smallest branch is the Delaware Branch, situated in what was a butcher's shop. A staff of six, comprising two librarians, a clerk, and three pages, issue 150-250 loans a day.

The New Scotland Branch is distinctive in being housed in a school. Proximity to the school has the advantage of ensuring regular class visits, and the disadvantage of losing custom because readers do not like the implied association and become confused about opening hours, holidays, etc.. Circulation varies between 200 and 500 issues a day, from a bookstock of 7,000 volumes. The staff numbers two persons full time and five part time.

The Pine Hills Branch occupies a two storeyed cottage leased from the Catholic Diocese. The adults' section downstairs is crowded, while the children's section upstairs is fairly comfortable. Separate charging desks are necessary. The John A. Howe Branch, with a staff of five, is another in an underprivileged area with declining use made of it.

The John V. L. Pruyn Branch is in a downtown area which, 'like all downtown areas, is going down'. This branch contains a business collection and an ordinary neighbourhood branch collection. The bookmobile service also is operated from there, with separate staff and administration. The declining population and declining business have evoked plans to move the business collection into the central library and to absorb the neighbourhood collection into other branches. 'Historical' considerations in respect of the building have caused opposition to the plan, but need to demolish the building to make way for a new road has forced the issue. The branch has a staff of two and a half, and there are two on the bookmobile. Circulation of the branch is down to sixty books a day and is declining further.

The Enoch Pratt Free Library, Baltimore, serves a population of 950,000 with 1,750,000 books, twenty four branches, and two bookmobiles. Nearly 5,000,000 loans are issued each year. There are over 500 on the staff. Branches are classified as major, neighbourhood, and small. The eleven major branches each have 50-75,000 books and are open fifty three hours a week. Staffing is not related to circulation because some areas require more promotion than others. The number of staff in each major branch varies between seven and twelve, plus part time help. The five neighbourhood branches serve smaller communities. Each opens fifty hours a week, has a bookstock of about 35,000 volumes, and has a staff of seven. Some of the eight small branches are very old. They have limited opening hours and a bookstock of about 18,000 volumes. Each has a staff of one or two librarians plus one or two clerical assistants. The two bookmobiles have twenty three stopping places between them.

The Free Library of Philadelphia serves 2,002,000 people in 129.7 square miles with forty branches, three bookmobiles, and six stationary trailers. In addition, deposit stations are maintained in hospitals, housing projects, penal institutions, schools, clubs, and community centres. Bookstock exceeds 2,500,000 volumes, staff numbers 1,046, and circulation approximates 6,000,000 loans a year.

The forty branches are being divided into five regions for administrative purposes. Each region is to have a major library at which the regional librarian will be stationed, in addition to the regional branch librarian. At this stage only the North East Regional Library has been built and occupied. The plan for regional libraries produced by the library in 1957 said:

> A regional library is the main library of a large section of the city. It is similar to the main library of a city of 400,000. It has many times the resources of the traditional neighbourhood branch library. It differs from it in size and quality of its circulating and reference collections and the number and variety of community, cultural and educational activities it carries on. Its central location, size, quality of book stock, its specialized staff and its programs directed toward the needs and interests of the region, are designed to be of far more significance to the community than the individual efforts of the scattered branch libraries now serving it. The regional library would bring to the principal sections of Philadelphia efficient and effective library service.

The plan went on to emphasize that regional branches would not replace neighbourhood branches, but would reinforce their services. The two types of branch were likened to a supermarket and a corner store: 'the supermarket has not eliminated the corner store and it never will'.

Activities in this large library system are coordinated by persons responsible for:

1. Development of book collections;
2. Development of branch and central programmes in close cooperation with community leaders so that programmes may be best related to community activities;
3. Staff development;
4. Inspection of branches with chiefs of public services at least once a year;
5. Evaluation of staff for purposes of placement and promotion;
6. Interviewing of experienced librarians seeking employment, to advise the personnel officer and director in supplementation of their own interviews.

Staff development includes in-service training of librarians, beginning with induction courses for groups of up to fifteen at a time. A general staff meeting of branch staff and headquarters chiefs is held once a month at which the workshop technique is used, i.e., each member of staff is called upon to participate actively in talks and discussion. Committees are formed amongst branch staff, with a branch chairman but with a headquarters person on the committee, to attend to such matters as reviewing of books, book selection, and replacement of stock.

The trailer libraries are used to provide temporary services in areas lacking branches. They measure forty feet by fifteen feet, and are towed into position where they are left for as long as required. Each costs $20,000. Appointments include air conditioning and carpeting. They contain no public seating and only minimal facilities for staff of lockers and a toilet-washroom. Services in the trailers are minimal: reference inquiries are not accepted, and no effort is made to obtain books from elsewhere if not in the trailer. In five of the six trailers the stock is entirely paperback with minimal processing.

The new North East Regional Library is fourteen miles away from the central library and serves a region containing about 600,000 people. The population generally are good readers and include a large number of Jews. Circulation numbers 800,000 books a year, in addition to which 250,000 reference and reading guidance inquiries are received each year. The 40,000 square feet building cost $1,250,000, and contains 150,000 books, 600 serials received currently, and a staff of seventy three. Interesting features in the design of the building are:

1. Floor levels are staggered;
2. The entrance and exit are controlled by turnstiles;
3. Books being returned from loan are sent down from the front desk to a workroom by a conveyor belt for sorting and shelving;

4. All floors are carpeted;

5. Each level has its own workroom and office.

The entrance level contains both charging desk and leisure reading material. The first level up contains departments of (1) social sciences and technology, and (2) humanities. The second level up contains the periodicals department, with all issues in open access, and the special services department of indexes, copying facilities, etc.. The children's section is on the first level below the entrance, and below that are a meeting room and main work department.

Other branches seen are in the North East Region. The Bustleton Avenue Branch, nineteen miles away from the central library, serves a neighbourhood population of 35,000 with a bookstock of 45,000 and a staff of eleven. Circulation is 200,000 p.a.. The building has an area of 9,170 square feet, and has all three sections for adults, young adults, and children on the same floor, with the same opening hours. The Fox Chase Branch was nearly ready for occupation when visited. It has 9,000 square feet of floor area and will house 35,000 books. Not far away from this branch was a trailer library providing a stop gap service in between the closing of an old branch and the opening of the new. It was situated in a park, at the edge of a road. Unlike the other trailer libraries that are stocked with paperbacks, this one had hard covered books from the branch collection. It served people of all ages and opened during the summer from 1 - 9 p.m. on Mondays and Wednesdays, and from 10 a.m. to 5 p.m. on Tuesdays, Thursdays, and Fridays. Lawncrest Branch is about the same size as the new Fox Chase Branch.

The New York Public Library serves 3,345,087 people in the three counties or boroughs of Bronx, New York and Richmond, which have a total area of 125 square miles. In effect there are two separate libraries sharing the same name, director, and board of trustees. One section is designated as the Research Libraries, and the other as the Branch Libraries. The institution as a whole has a staff of 2,500, of whom 600 are employed in the Research Libraries, and 1,900 in the Branch Libraries. The Research Libraries have a bookstock of 4,750,000 volumes, and the Branch Libraries 3,500,000.

Both the Research and the Branch Libraries at present do their own ordering and processing of books independently from each other. Within a year the headquarters of the Branch Libraries are due to be moved from the Donnell Library Center into a building next to the Research Libraries, where processing may be coordinated and computer cataloguing may be introduced. At present one of the closest working contacts between the two sections is the joint operation of the Library and Museum of the Performing Arts, which functions both as a subject department of the Research

Libraries and as a lending branch.

The huge Branch Libraries system, of eighty two branches and several bookmobiles, is administered through three borough offices which are not in themselves libraries but maintain reserve collections, organize interbranch loans, and arrange matters such as staff relief. They are located for convenience in library centres, but do not form part of the centre. All branches within the borough report direct to the borough office. Branches are graded by size as library centres, regional branches, regular branches, and small branches. There are at present three library centres, one in each borough, and there are plans for two more in the more heavily populated boroughs of Manhattan and Bronx. Regional branches have no responsibility for other branches, serving only to provide greater resources and facilities for readers than the smaller branches. Loans from the system total thirteen million a year. An extensive building programme is progressively constructing branches in place of bookmobile stops. Federal subsidy provides one third of the total cost of the building site, architectural planning, construction, furnishing and equipment.

The Donnell Library Center was built in 1955 with funds bequeathed by Ezekiel J. Donnell, a cotton merchant. Over 4,000 readers a day visit the Center, which lends 1,000,000 books a year. The building houses an adult lending library, the Nathan Straus Young Adult Library, the Nathan Straus Children's Library, a film library, foreign language library, art library, Labor Education Service, reference library, education library, record library, auditorium, administration and processing of the Branch Libraries, and the Manhattan Borough Office. The Nathan Straus Young Adult Library is open every day of the year.

The Library and Museum of the Performing Arts, in the Lincoln Center, probably has the most lavish setting of any library in existence. The institution, opened in 1966, cost over $8,000,000 to erect, of which $1,050,000 was raised by public subscription and the balance was contributed by the City. The subject indicated by the name is the theme of library material for people of all ages. The library functions as a department of the Research Libraries and a branch of the Branch Libraries. The general reading room of the lending section on the ground floor contains 60,000 volumes and 12,000 albums of books, recordings, music scores and librettos on music, theatre and dance. The children's library on the mezzanine contains 7,000 books and 3,000 albums. On the next floor above are reference collections concerning theatre, dance, music and Rodgers & Hammerstein's archives of recorded sound. Listening devices and exhibitions are provided liberally. Facilities include the Plaza Gallery and Main Gallery, Shelby Cullom Davis Museums, Heckscher Oval [playhouse for children], auditorium, Amsterdam Gallery, Vincent Astor Gallery, and conference rooms.

The Brooklyn Public Library serves 2,627,319 people in Kings County or Borough, which has an area of 78.5 square miles. It has fifty three service agencies plus two bookmobiles, a bookstock of 2,700,000 of which 1,000,000 volumes are in the central Ingersoll Library, and a staff of 1,522, of whom 350 are librarians and 500 are employed part time.

The library is predominantly a lending system, as the City of New York, to which it is responsible, maintains the Research Libraries of the New York Public Library. Nine million loans a year are issued. The administrative pattern of regional branch libraries, fairly common elsewhere, has been abandoned because of staffing difficulties and inconvenience in the former groupings by region. In its place is substituted district library organization involving district libraries and satellite reading centres.

A district is defined as a complex of library agencies grouped together to serve a broader community. There are now six districts embodying twenty five libraries, and thirteen or fourteen in all are planned. A district comprises a district library and two or three reading centres. District libraries are being developed to have a bookstock of 100,000 volumes in each, and house district staff distinct from their own staff. The district staff comprises a district librarian and three specialists in services for adults, young adults, and children. Their duties are to answer by telephone readers' inquiries received in the reading centres, to supervise the work done in the centres, to select the stock, and to visit the centres at least once a week for weeding of stock, etc.. Special attention is paid to children's services on the assumption that children cannot travel from centres to the district library as readily as adults can. The reading centres, equivalent to neighbourhood branches elsewhere, are staffed by non-professionals, the head of whom is called a centre manager. Theoretically the centre is a self help agency with clerical staff keeping the stock in order and recording loans, without engaging in professional duties of assisting readers with reference inquiries. They are required to ring professional staff in the district library office when a reader needs help, so that a librarian may speak to the reader by telephone.

District library organization at Brooklyn is a successful means of overcoming the problem caused by a shortage of librarians in U.S.A., estimated at 100,000. It is also an economical staffing arrangement. Clerical staff are employed under instruction not to exceed their scope in duties and training, and mostly are only too anxious to appeal for professional assistance when necessary. They do the ringing when readers ask a question, without directing the readers to make the call. Reading centres keep a record of subject and title requests received, and the action taken on them, so that the district staff can control and assess stock and staff. Requests go from centres to the district library and from there, if necessary, to the central library.

The central library maintains an interbranch loan collection which duplicates stock in the central library, and the collections of the former regional libraries which will in due course be dispersed amongst the district libraries. These are used to supply district libraries with rotating collections of foreign language books and with books specifically requested.

The New Utrecht District Library and its two subordinate reading centres at Gravesend and Ulmer Park were visited. Each of the centres has about 24,000 volumes in stock, and a staff of five clerks and a children's librarian.

The Glasgow Corporation Public Libraries have in effect two separate library systems with a common name and head. The Mitchell Library and its branch the Commercial Library are research libraries and function independently from the thirty five district libraries, although the Commercial Library and a home reading library share the same building, and administration and processing for the two systems are housed in the Mitchell Library. The libraries as a whole have 327 members of staff, of whom 102 are librarians, and each of the two systems has about 850,000 books in stock.

The thirty five district libraries are each responsible directly to the superintendent of district libraries. The furthest library is only seven miles away from headquarters and two vans visit each library each day, making two visits a day for each branch in all, delivering new books and interbranch loans, collecting money, etc.. The libraries close on Wednesdays and open on Saturdays.

The Pollok District Library serves 40,000 people with 25,000 books and a staff of eight, of whom two are librarians. Circulation totals 360,000 books a year. The new building of 8,500 square feet cost £90,000. A feature of the building is a separate reading room for students, containing only a few reference books: it is open on Wednesdays when the rest of the library is closed. There are separate rooms for adults and children, but these are not favoured because they are costly to staff. The Pollokshaws District Library, under construction, will have an area of 10,000 square feet, and the adults' and children's sections will be separated only by a charging desk. Stirling's Library is the central lending library for the city. Founded in 1785 by bequest as a subscription library, it was amalgamated with the Glasgow Public Library in 1871. Since 1954 it and the Commercial Library have occupied the former Royal Exchange Building, with Stirling's Library on the ground floor above the other library. Because of its location it differs from the other lending libraries in having no children's section, but has instead a collection of 'nursery books' for parents to borrow.

The Edinburgh Libraries and Museums Department serves a population of 468,765 with a bookstock of 1,400,000 and a staff of 272. Circulation exceeds 6,500,000 books p.a.. Service is given through:

a. Sixteen branches;

b. Three bookmobiles;

c. Five local history museums;

d. Stocking and staffing of about twelve school libraries;

e. Stocking and staffing of the Edinburgh Hospital library for staff and patients;

f. Supply of books for patients in other hospitals and the housebound in a service rendered by the Women's Royal Voluntary Service;

g. Supply of discards and supplementary services to the Soughton Prison Library;

h. An agency for the National Library for the Blind;

i. A councillors' library of recreational reading.

A collection of books is maintained for circulation in boxes among the schools, and books are drawn from all sections of the Department for extension services.

The Newcastle Upon Tyne City Libraries serve a population of 254,000 with 590,000 books and a staff of 169. Annual circulation is 3,750,000. Service is given through thirteen branches, staffing of a collection in an evening centre, service to patients in one hospital, a bookmobile, a technical library for city hall staff, and professional assistance to a nurses' library and a post-graduate medical library. The City Libraries also maintain the City Information Service, which entails the production and provision of special literature, and extends even to the organizing of guided tours of historical sites.

The evening centre has a part time branch library open to the public in a school on nights of courses. The Red Cross provides a service to patients in the other city hospital, and the City Libraries are paid for the hospital service they give. The bookmobile, now sixteen years old, is soon to be replaced by another branch library.

With the opening of the fourteenth branch soon, branch development will be completed except for some rebuilding, resiting, etc.. Branches are organized in two districts. The two district libraries have small collections of reference books, responsibilities for selection and upkeep of bookstock and for rostering and relieving of staff in satellite branches. The district librarian allocates books to branches upon receipt of them all at the district library. A lending librarian is responsible for branches generally.

The Fenham Branch is the West End district library. It has 35,000 books and a staff of ten plus one part time. It houses the bookmobile and the bookmobile stock. Bookmobile and hospital library service staff are under the control of the district librarian. The Bonwell Branch in the West End district is housed in a Carnegie building erected in 1908. It has a bookstock of 16,000 and a staff of three plus one part time. Circulation numbers 100,000 books a year. Only a handful of reference books is held, owing to the proximity of the central library, and the clerical staff are not expected to answer inquiries. Inquiries are not encouraged. The Denton Branch, also in the West End district, has a bookstock of 25,000 and a staff of four. It lends 270,000 books a year. The Jesmond [District] Library is in a new building that won acclaim for the architect. The small site prompted a circular design with an elevated staff and work room adjoining, above a small study room. The study room has about twelve seats that are inadequate owing to the residential nature of the area and the high number of students. The branch has 35,000 books, a staff of nine, and a circulation of 330,000 books p.a..

The Bradford City Libraries serve 296,000 people with a bookstock of 500,000 and a staff of 200. There are twenty eight branches and service is given to local hospitals and immigrant centres. The immigrant centres concern library service to the children of the city's 30,000 immigrants, mostly Pakistani, who attend courses in the English language.

Seven district libraries exist, as full time branches with part time satellite branches under their care. District librarians are chartered and are responsible for staffing and stocking in their districts. They are responsible to the deputy city librarian who makes regular inspection of branches. Branches contain only very popular material, with an emphasis on fiction.

Sheffield City Libraries serve a population of 534,000 in an area of seventy one square miles. Bookstock numbers 1,000,000, circulation 5,000,000, and staff 310. There are twenty three branches and three bookmobiles. The City Libraries conduct the Civic Information Service.

City boundaries were extended in 1967. The physical nature of the area, with hills and transport, precludes the development of large branches and a district or regional system. A greater number of smaller branches is required. Two more branches are about to open, two others are being prepared, one of which is a replacement, another branch is planned, and twelve more will be needed.

Manchester Public Libraries serve a population of 625,000, declining to 500,000 within the next ten years. The metropolitan area as a whole has a population of 2,250,000: anyone who lives, works or studies in the city is permitted to borrow. There are twenty three branches and four bookmobiles. The libraries also serve two prisons, sixty one hospitals and Welfare Department homes, and a school library. There are 494 members of staff of whom ninety two are chartered librarians.

Five major district libraries do not have satellite branches, while nine other branches have responsibility for one or more satellite branches in terms of relief staffing, rostering, stock transfers and replacements. It is planned to establish eleven major district branches in all, and to have only eight other branches; eight small branches have already been closed. The principle of planning is that people are prepared to travel for better service and will travel further to larger branches. People will be travelling up to one mile on foot, or further by car, to reach the branches. Parking provision is likely to be made in the future. There are chartered librarians in all branches.

The Hulme District Library is a new four storeyed building containing a large reference collection in addition to books for loan. It serves as the headquarters for the system's four bookmobiles. It has 80,000 volumes and a staff of twenty six including those for the bookmobiles. The population served will soon reach 50,000. The library circulates 180,000 books a year and the bookmobiles 306,000. A cafeteria for readers is provided in the building.

The Liverpool City Libraries serve a population of 712,040 with a bookstock of 2,093,000 and a staff of 471, of whom ninety two are librarians. Circulation totals 6,760,000 books a year. There are twenty nine branches and one bookmobile. The first regional branch with district responsibilities was due to be opened in October 1968.

The Allerton Branch Library has a floor area of 6,100 square feet, a bookstock of 55,000, a staff of twelve, and circulation of 920,000 volumes p.a.. It serves a population of 50-60,000 and is to be developed as a regional branch. The Childwell Library, under construction and due to be opened in October 1968, resembles Allerton in design and other respects. Both branch libraries have good sites.

Birmingham Public Libraries serve a population of 1,100,000 in an area of eight square miles. Bookstock numbers 2,000,000, staff 355, and circulation 9,500,000.

There are twenty seven full time branches, nine part time branches, a Members' Library in the Council House, and Law Library at the Victoria Law Courts. Deposit stations with stocks of 2-3,000 volumes have been established in church halls and similar rented premises in seven areas without branch libraries.

Branch planning is based on the experience that a library service point is only effective over a radius of one and a half miles. Four further branch sites have been acquired in addition to provision of temporary deposit stations. Bookstock of branches varies between 2,000 and 40,000 plus. In addition to lending books, branches serve as information and inquiry centres for their districts.

The Shard End Library, the city's newest branch, has a floor area of 5,000 square feet, 28,000 volumes, a staff of seven full time and four part time, and a circulation of 237,000 volumes p.a.. It serves a population of 35,000. The Kingstanding Library has similar statistics except for circulation, which reaches 400,000 volumes p.a..

Westminster City Libraries serve a residential population of 270,000 and a daytime population of over one million. Everyone who lives, works or studies in the area may use the libraries. Bookstock numbers 1,000,000 and staff 299, of whom ninety five are librarians. Circulation is 3,750,000 volumes p.a.. There are eleven lending libraries and four children's lending libraries in the system. A book delivery service operates for old and infirm readers.

In 1965 Westminster, Marylebone and Paddington Borough Councils were combined, and with them the three separate library services. These have already been integrated fairly successfully, but erection of a large new central library and relocation or rebuilding of some branches are desired to complete the process. One additional branch is planned.

The Marylebone Road Public Library houses the administrative headquarters of the system, and has lending on the ground floor, reference on the first, and children's and medical libraries in the basement. An interesting feature of the children's library is that the room can be cleared for use as an activity room or theatre.

The Church Street District Library, three quarters of a mile away from headquarters, has been built recently behind shops in an area that will shortly be remodelled and developed with a large increase in population.. It has a bookstock of 20,000 volumes and a staff of eight to serve a present population of 15,000. The staff comprises three librarians, three clerks, and two porters. The children's section can be converted into an activity or meeting room by pushing back the furniture which is on rollers. Storage of little used books is decentralized in the system and Church Street is one of the branches with a fairly large bookstack in the basement for this purpose.

Buckingham Palace Road District Library has lending and reference sections, and also houses the music library, an archives/local history collection and a book reserve. The branch has 100,000 books, many of which are in reserve, and circulates 450,000 items annually. The total staff of twenty nine comprises twelve persons for lending, six for reference and archives, five for children's services, and six for music.

Luton Public Libraries serve a population of 153,000 with a bookstock of 170,000 volumes and a staff of ninety. Circulation numbers 2,024,000 p.a.. There are five branches and three bookmobiles. One of the branches is in a hospital to serve patients and doctors.

The furthest of the four ordinary branches is only three and a half miles from the central library. Each of these branches has 10-15,000 books and a staff of four full time and one part time. The staff comprises a branch librarian, a library assistant, two juniors, and a part time library assistant.

The Sundon Park Branch Library has a floor area of 900 square feet, and a peculiar design with galleries at each end, on a small block. It serves a population of 6,000. The three bookmobiles serve areas of small population. They stay one day at a time on a weekly cycle, and some bigger centres are visited twice a week. Stopping places are set up at the side of roads, on a specially tarred area beyond the footpath with power box provided. The vehicles hold 3,500 books each, are cleaned on the site, are fed by van delivery, and are never garaged.

The City of London Libraries have a new lending department created since 1964 because of the Public Libraries and Museums Act. Until the Act required the City Corporation to operate lending libraries the Corporation simply subsidized three subscription lending libraries in addition to operating the famous Guildhall Library, a reference library. The Corporation has now taken over the three subscription libraries as lending branches, and established a fourth branch. It plans to establish another two branches, one of which will replace a smaller branch that was formerly a subscription library. The lending department functions separately from the reference department, even to processing. There are fifty one on the lending staff including cataloguers.

One of the two new branches will be in the Barbican development scheme, which will include a theatre, art gallery, school of music and drama, library and cinema inside a new residential area. It will replace a small branch existing at present.

The other new branch is intended to relieve the pressure on the new Cannon Street Library which has an average daily issue of 2,500, an issue that is increasing.

Only 4,000 people, mainly caretakers, sleep in the city overnight, whereas the daily population approximates half a million. The non-residential population means that lunch times are tremendously busy, and there is no need for night or Saturday service, nor for children's service. A few children's books are provided for parents to take home, and renewals by telephone are not accepted between noon and 3 p.m..

The London Borough of Camden Public Libraries were formed in 1965 by compulsory amalgamation of Hampstead, Holborn and St Pancras Boroughs and their libraries. Consolidation of the three library systems is not yet finished, particularly in respect of charging systems, reference service, and local history. At present the system comprises seventeen libraries, an arts centre, and Keats House and Museum. Three of the libraries are for children only, and two are large 'central' libraries containing both reference and lending libraries. A third and major reference library is under construction. No further branches are needed, but some relocation and rebuilding of branches are required. Relocation of one branch from its present site adjoining the Keats House and Museum will enable the three existing local history collections to be integrated next to the Museum. Relocation of branches will also enable the three separate children's libraries to be absorbed into full branches. Fewer, bigger libraries are preferred. A delivery service to the housebound is provided.

Population of the Borough is 238,000 by night, and many more by day. A high percentage of the population consists of graduates, writers, artists, publishers, etc., who support the library strongly and in effect demand a policy of no censorship. The library system has 762,000 books in stock, a circulation of 4,000,000 books and records a year, and a staff of 276, ninety four of whom are librarians.

Supervision of branches is organized by function and not by area, one reason being that distinctions between the former boroughs had to be removed.

The Delhi Public Library serves a population of 3,400,000 in an area of 500 square miles. There are 400,000 books in stock and there are 230 on the staff. Only one book may be borrowed at a time, yet 2,000,000 loans were issued in 1967 to 140,000 registered readers. The library has four branches, eight sub-branches or community libraries, twenty deposit stations, four bookmobiles with fifty five stopping places, a Braille section with books and transcribing unit, and library service to a gaol and two hospitals.

The library has mainly lending services, although a reference collection is to be developed with a new branch. Apart from the problem with poor quality paper in the books and heavy use of the books, already mentioned, the chief concern is for more books and more branches. Some hundreds of additional branches are planned to extend the service. Developments are hindered by lack of finance and difficulties in acquiring suitable sites. The literacy rate is increasing steadily, but at present only 30% of the population is literate.

Branches have stationary stock, but sub-branches have circulating stock. The sub-branches are tied to branches for purposes of book supplies, staffing and supervision. A central extension stock is used for bookmobiles, deposit stations, the gaol, and hospitals.

The Singapore National Library serves a population of 2,000,000 in 224 square miles with a bookstock of 336,000 and a staff of 150, of whom forty four are librarians. It has two part time branches and three bookmobiles serving eleven stopping places. The first full time branch will open in 1969.

Organization of lending service

Public lending libraries are normally organized with two sections for adults and children, in North America with a third section for young adults. Occasionally branch libraries are concerned exclusively with either adults or children.

A common provision in public libraries and their branches in the northern hemisphere is that of meeting rooms or auditoriums where activities such as puppet shows, storytelling, film screenings, and lectures are held. Several English libraries provide theatres for live drama, film screenings and the like. The provision of more elaborate auditoriums or theatres is related to other existing facilities in the vicinity, but smaller meeting rooms are accepted as necessary for the functioning of a library.

Children's sections serve children up to the age of fourteen to sixteen, with varying maximum ages in different libraries. Young adults' sections serve minors in their later teens. Adults' sections serve anyone above the prescribed ages for the other sections. In some libraries a rigid line of demarcation is drawn; in some, formal concessions are made for young people to start using the section of the next age level in a limited way; and in others few restrictions are placed on persons of any age in using any section of the library desired. Distinctions between the sections are accentuated in buildings which provide separate physical quarters for them. Not only do preservation of reading habits and movement from one section to another with advancing age become problems, but additional costs of staffing and operating are incurred. Commonly sections for children and young adults have shorter opening hours than the adults' section. Against such considerations it is argued that service to the various age levels requires specialized training and attention which are not possible unless the sections are clearly delineated.

Specialist librarians working with adults, young adults, and children are concerned primarily with book selection and guidance in the use of books, but they are also involved in activities intended to promote reading. Book lists are produced by most libraries. In North America repeated activities are referred to as programmes.

All lending branches of the Enoch Pratt Free Library engage in considerable programming of meetings and activities. Programmes are often repeated in various branches. Those for older people are related to topical interests and are often conducted in conjunction with community groups. Cooperation with community leaders so that programmes may be best related to community activities is also advocated by other libraries such as the Free Library of Philadelphia.

Most branches of the Boston Public Library employ an adults' librarian working under the branch librarian, though sometimes the jobs are combined. The adults' librarian advises readers, plans meeting programmes, and does reference work. Readers' groups are organized in three broad age groups:

1. Young parents, caught while their preschool children are attending programmes;
2. Friends of the library, middle aged persons who help to make the community aware of the library and fight issues threatening library service;
3. 'Never too late', persons aged sixty or more who have discussion groups on subjects such as foreign policy, art, and history. The personnel of these programmes tend to be repetitive.

Adults' librarians attend meetings to tell people about library services, arrange exhibits and newspaper publicity, give book talks, and present films.

Programmes for young adults in libraries such as the Los Angeles Public Library include film screenings and book clubs. Separate sections for young adults, with their own programmes, are accepted generally in U.S.A., but in the Boston Public Library they may be limited to those branches having most call for them. Just as the New York Public Library finds that 70% of the young adults' bookstock duplicates what is in the adults' section, so does Boston. The cataloguing problems associated with such duplication are helping to cause a review of the need for these sections.

Boston Public Library finds that the most popular programmes are those for preschool children. Often programmes are held simultaneously for the parents, utilizing community speakers and demonstrations. Activities with children include storytelling, film screenings, music playing, puppetry, visits to schools, visits from schools, and issue of booklists. In their experience, however, 'puppetry does not seem to make readers out of children'.

The Jones Library for Boys and Girls in Toronto emphasizes programmes in its work for underprivileged children who require great encouragement to read. Programmes include daily storytelling, puppetry, talks by guest speakers, and painting by the children. The children's confidence has to be won by patient conversation.

Children's services in the Luton Public Libraries emphasize activities such as puppet making, film screening, drawing, and writing for local competitions. The story room is of Scandinavian design to resemble a fairy castle and has stepped floor levels. Paper cutting, etc., follow story telling. Activities in the children's library are advertised as a sort of childminding service and are well patronized.

The Sheffield City Libraries encourage children to work honorarily and part time in the libraries on shelving and sorting of books, charging of loans, etc.. All senior secondary school students receive instruction on the use of the library.

The central library of the Edinburgh Libraries and Museums Department has a club for children aged nine to fourteen which proves very popular. Expert lecturers are engaged once a fortnight to deliver lectures at 4.30 p.m., usually on topics requested by the children.

The Delhi Public Library is well patronized by children because more children than adults can read, and schools are conducted in two daily shifts. Children attending school in the afternoons spend their mornings in the library.

Children also form the majority of readers in the Singapore National Library. Storytelling occurs every day with the aid of volunteers from outside the library staff. Stories in the four major languages are told on Saturdays and during the week a different language is used every day.

Three instances of the limitations imposed by keeping sections of a lending library functionally separate were noted. In the Brooklyn Public Library children are allowed the concession of using the adults' section when they reach seventh grade in school, which is usually at the age of twelve. The Boston Public Library issues separate cards for children, young adults, and adults, but within limits staff assist readers to draw upon the whole resources of the library: in their case children are aged up to fourteen, in eighth grade, and young adults are persons up to the age of graduating from high school. The children's section of the Bradford City Libraries closes at 7 p.m. despite crowding of the section after school by children who have no suitable studying facilities at home.

A special type of activity now dominating the public library scene in U.S.A. is known as 'programmes for the disadvantaged'. This activity is discussed in Chapter 8 as a means of promoting the use of libraries.

Stock arrangement

Books and other materials have to be organized for use in a library. Varying methods of organization reflect the underlying desire to present the materials to the public in such a way that more and better use will be made of them. Sometimes libraries are handicapped by lack of space and equipment, and by inherited practices that are hard to change. The provision of materials also varies because of cost considerations and local needs.

a. Books

The most striking impression received in public libraries of the northern hemisphere is the lack of discrimination in book sizes. Little distinction is made between books of different sizes, particularly of octavos and quartos, even at the cataloguing stage. Symbols indicating the size are rarely used in call numbers and books are interfiled on the shelves in a way that seems wasteful of space by New South Wales standards. The largest books are shelved separately, often with the designation of 'Oversize books', implying that octavos and quartos are size or undersize. Shelf arrangement of this kind is done deliberately for the benefit of the public so that they will not overlook books that are larger than octavos, but the cost is high.

The Glasgow Corporation Public Libraries space shelves twelve inches apart to reduce the number of books to be separated from the main run. Many other libraries have wider spacing with less consistent width. The Brooklyn Public Library interfiles books in open access, but has some separation by size in stack, particularly with art books. The Carlingwood Branch of the Ottawa Public Library interfiles books of different sizes in the children's section, but not in the adults' section.

Shelf arrangement varies in the approach to the same problem caused by variation in book sizes. Quartos are filed on the bottom shelf, below the corresponding sequence of octavos, in the adults' section of the Carlingwood Branch, Ottawa, and the top shelf is preferred for the largest books in the Hulme District Library, Manchester, although books are generally interfiled there.

Shelving is also varied in an attempt to suit the physical convenience of readers. The Public Library of Stockton and San Joaquin County has shelves neither too low nor too high because there is at present no shortage of shelving space. Bottom shelves in the Kingstanding Library, Birmingham, are sloped and are at least a foot above the floor. In the South Branch, Ottawa, the bottom shelves are sloped but are not so high off the floor.

Of related interest is the practice in the Edinburgh Libraries and Museums Department and the Luton Public Libraries of placing classification references and explanations on the shelves, in the former by means of labels on the lip of the shelves, and in the latter by means of massive blocks amongst the books. Edinburgh includes amongst its shelf labels notices to the effect that donations would be appreciated. Bilingual shelf guides are necessary in the St Laurent Branch of Ottawa Public Library. The Glasgow Corporation Public Libraries and Newcastle Upon Tyne City Libraries do not use bookends to save the books from being damaged.

The relative merits of different classification systems were not the subject of investigation, but it was learned that Boston Public Library is experiencing temporary inconvenience after changing over from the Dewey Decimal Classification to the Library of Congress Classification. As books formerly classified by Dewey have not been reclassified, there are two sequences of books on the branch shelves, and attempts to interfile them have not proved successful. The Edinburgh Libraries and Museums Department intentionally uses both classifications, Dewey in the children's sections and Library of Congress elsewhere. To assist readers the Public Library of Stockton and San Joaquin County, using Dewey, generally classes geography with history and biography with the subject.

Easy books for children are arranged in a number of ways. They are sometimes placed on shelves in the normal fashion for other books, and sometimes the shelves are fitted with partitions to give the dishrack effect. Vertical filing in bins is also common, a special variety of which exists in the Pollok District Library, Glasgow, where 'kinder troughs' have low, circular surfaces with seating provision between the bin openings.

Grading of easy books is also common. In the Public Library of Stockton and San Joaquin County easy books are graded as picture books and readers, with coloured bands on the spine to distinguish reading levels. Readers are graded and separated from easy books in the Ross Barnum Library, Denver. In the Edinburgh Libraries and Museums Department there are separate shelves of easy reading, picture books, and fairy tales and legends.

Adult fiction also is commonly classified roughly. Instances are: Public Library of Stockton and San Joaquin County, sections of westerns, mysteries and science fiction, forming a small part of the fiction stock; Los Angeles Public Library, Arroyo Seco Branch, the same as at Stockton with the addition of symbols such as M on the classified books; Edinburgh Libraries and Museums Department, sections for historical novels, short stories, foreign novels, and large print books; Birmingham Public Libraries, Shard End Library, several classified shelves including romances; City of London Libraries, books branded according to type but interfiled with other fiction.

In the central library of Brooklyn Public Library the fiction lending collection is shelflisted but not catalogued. Book cards record only the accession number, author's surname, and title. Shelving is by surname and title without separating the books by different authors having the same surname. In the Pollok District Library at Glasgow fiction is placed in the middle of island stands containing non fiction around the adults' section to relieve congestion of readers and to prompt borrowing of other kinds of books.

As in New South Wales, attitudes vary towards the stocking of light fiction in public libraries. Westminster City Libraries, for instance, do not stock light fiction except in the service for shut ins, while Luton Public Libraries even take reservations on light romances. One English library which does not normally stock light fiction has an anecdote about a newly appointed Lord Mayor whose wife demanded for him a supply of westerns because he read one a day. The library bought two lots of fifty westerns for him, supplying seven at a time, then when he had read all these it started supplying the same books over again. He did not know that he had read them before.

Rental collections of the most popular books are common in North America. In the Ross Barnum Branch at Denver recent and popular books are provided by the McNaughton Company with continuous, partial replacements, with profits being utilized to pay for the replacements. The Pine Hills Branch of Albany Public Library provides books under the McNaughton Rental Plan for twenty cents a book each. The charge in the Donnell Library Center, New York, for duplicates of books in most demand is five cents a day each, and in the St Laurent Branch, Ottawa, three cents a day. Toronto Public Libraries have small collections of duplicates available for rental, with the books lent freely after their purchase price is recovered.

Attempts to stimulate reading are made in various ways. The Public Library of Stockton and San Joaquin County periodically arranges displays of specially selected books which arouse fresh interest in those books. The display featured at the time of the visit was 'Best selling novels through the years'. The Ross Barnum Branch at Denver displays a list of new books received. The Pollok District Library in Glasgow places returned books on open shelves at the end of the charging desk. Similarly the Donnell Library Center in New York keeps the most used books in special display bins for up to a year and encourages loans from those bins.

Arrangement of books by reader interest, disregarding normal classification, is made with leisure reading books placed near the charging desk of the North East Regional Library in Philadelphia. These are arranged in broad subject classes and are changed periodically. Their temporary location is indicated by a pencilled symbol. A similar arrangement exists in the young adults' section of the Donnell Library Center, New York.

A browsing room containing non-borrowable popular material is maintained by means of endowment in the Brooklyn Public Library. Similar arrangements exist in the children's and young adults' sections of the Donnell Library Center. The 'reading collection' in each contains non-borrowable duplicates of books in the lending collections.

The problem of staff borrowings is tackled in the Free Library of Philadelphia by creation of a staff library. So that the public will not be delayed in having access to books which the staff will also be anxious to read, duplicate copies of such books acquired for extension services in hospitals, etc., are placed temporarily in the staff library before going into general circulation.

Reference books are lent for short periods whenever practicable by the Arroyo Seco Branch of the Los Angeles Public Library. The Ross Barnum Library, Denver, provides a duplicate copy of an encyclopaedia for lending.

Special categories of books are sometimes kept in closed access. Expensive books are locked up in glass fronted cabinets by the Public Library of Stockton and San Joaquin County, and by the Luton Public Libraries. In the former, art books costing $25 or more are enclosed in cabinets labelled 'Art reference'. Some titles in the cabinet are duplicated for lending purposes. Luton locks up all books worth more than £7-8, and keeps sex books, including novels by D.H. Lawrence, in a back room reserve.

Foreign language collections are provided by libraries having migrant and student sections of the public to serve. The Public Library of Stockton and San Joaquin County supplies books in several languages to serve the multi-racial population. Groups are shelved separately with the initial letter of the language prefixing the classification number. Extensive collections in foreign languages are held in the Donnell Library Center, New York, with a separate catalogue for each. The Gorbals Library, Glasgow, contains a representative collection of over 8,000 volumes in twenty eight foreign languages. Bradford City Libraries keep collections of Urdu and Punjabi in the central library, but these are small owing to difficulties in getting such books and to the belief that the reading of English is part of the assimilation process. Birmingham Public Libraries feature a lending collection in Indian and Pakistani languages, and make the collection available to other libraries for a fee. The Languages and Literature Centre at Parkdale Branch Library, Toronto, provides over 54,000 books in some sixty five languages, nearly eighty periodicals, and courses on discs and tapes for use with equipment in the Centre. The South Audley Street District Library of Westminster City Libraries has a foreign language collection representing more than 100 languages. The aim is to provide grammars, dictionaries, literary histories, and where possible, literary texts both in the original and translation. Some current literature is included.

Storage of little used books is given special treatment in libraries suffering from a lack of general storage space. The Chicago Public Library utilizes a warehouse, and the Westminster City Libraries decentralize storage in branch libraries.

b. Other materials

Several collections of pamphlets were seen in public libraries, all arranged in vertical files alphabetically by subject without cataloguing. Toronto Public Libraries provide branches with a mimeographed list of subject headings and references, and each branch marks the list to show what headings have been used in that branch. In the Public Library of Stockton and San Joaquin County pamphlets are filed without size distinction. Most pamphlets are acquired for nothing by the library, but regardless of cost a flat charge of $1 each is made in the case of loss. Besides the general pamphlet collection there are special collections of pamphlets concerning bibliographies, holidays, and vocations.

Several points of interest concerning periodicals were noticed. The Arroyo Seco Branch of the Los Angeles Public Library has a large range of titles. The latest issue of each is for display and reference only. Back issues are available for loan and have the minimum of reinforcement. When not on loan they are stored in pamphlet boxes, mostly in the stack. The Ross Barnum Library, Denver, similarly does not cover periodicals and many are tattered. Regional branches of the Denver Public Library keep back issues for ten years, and neighbourhood branches for five. There is a tendency in the U.S.A. to keep microfilm copies of periodicals rather than the originals: the Scott Foresman Company Library and the Midcontinent Library keep microfilm copies of all titles listed in the 'Readers guide', and the Brooklyn Public Library prefers microfilm copies to binding. The Bradford City Libraries display current periodicals on perspex elbows fastened to the wall.

Picture files are commonly kept in vertical files, with pictures cut from discarded magazines, etc., and mounted. Such a lending collection in the Chicago Public Library contains 10,000,000 pictures: arrangement is alphabetical by subject, without cataloguing. The Ottawa Public Library keeps pictures in the same way, and provides special envelopes for their loan.

The Brooklyn Public Library lends framed reproductions of art prints, two at a time, for up to three months. The Edinburgh Libraries and Museums Department lends slides and mounted pictures. In the adults' section pictures are indexed, filed in pamphlet boxes, and may be borrowed in quantities up to twenty four at a time. In the children's section pictures are arranged alphabetically in vertical files, without indexing.

Films, as indicated earlier, are receiving increasing attention in North American public libraries. The Missouri Libraries Films Cooperative shelves films by accession number without size grouping. The Ottawa Public Library shelves films alphabetically by title in three size groups; rents out projectors for films and filmstrips; and examines films thoroughly on return. Cataloguing is done by the audio visual department. The visual materials centre in the Chicago Public Library has 1,200 films, plus filmstrips and slides, which are available without charge to any group and are well used. The Donnell Library Center, New York, lends films for two days at a time, to individuals and groups other than schools, free of charge. The Public Library of Stockton and San Joaquin County augments its own stock of films with others obtained from a film agency: films are kept in the main library and made available in branches.

Music collections are also provided fairly frequently. In the Arroyo Seco Branch of Los Angeles Public Library music scores are bound flat in a separate section of wooden shelving three inches wide. Stirling's Library in Glasgow has a special collection of books on music. The Westminster City Libraries have two large collections of music, in the Marylebone Road Library and the Buckingham Palace Road District Library. In the latter sheet music is stored in shallow drawers of steel filing cabinets.

Gramophone records are provided in nearly every public library visited, usually in the reading rooms as part of the normal lending stock, and sometimes in separate music collections. Very often there are collections for children as well as adults.

The most common form of housing is in open bins, similar to bins for easy books except for height. Invariably records are subjected only to visual examination and inspection of styluses is not required.

The Public Library of Stockton and San Joaquin County has a large collection of records arranged by D.C. in open bins at waist level. Records are available freely to all but children and there is a minimum of formality. Each is examined only visually on return and cleaned before shelving. Records are branded only with centre labels and are left in the maker's covers wherever practicable, or in special covers if necessary. The records normally last four to five years and are discarded automatically at the end of five years.

Record bins in the Rosemead Regional Branch of Los Angeles County Public Library have grooved bottoms to prevent the records from slipping. The Chicago Public Library files records in special covers on dishrack shelving, arranged by D.C.. Branches of the Boston Public Library use both reinforced covers and dishrack shelving for records.

The only records available in the Ottawa Public Library are housed in the audio visual department, where they may be heard on earphones without charge or borrowed for ten cents a day per record. There are 3,910 records in stock. The New York Public Library provides extensive lending collections of records in the three library centres and the Lincoln Library and Museum of Performing Arts.

Libraries in England other than in London charge for loan of records through annual subscriptions. In London libraries lend records free of charge. Subscription rates at Bradford are £2 p.a. for residents, 10/- p.a. for pensioners, and £3 for non residents. The rate at Birmingham is £1 p.a., and at Luton £1:15:0 p.a..

Bradford City Libraries keep records in bins by broad classification and alphabetically within each class. Plastic bags are provided for carrying records, and the visual examination of the records before and after loan is shared by staff and borrower. Free stylus inspection is available on a voluntary basis.

Birmingham Public Libraries also provide plastic carrying bags, with handles, for sale at a cheap price. Records are kept at the central library only but are made available on request at any branch. Two records may be borrowed at a time.

Six records at a time may be borrowed from the Marylebone Library, Westminster City Libraries. Heavy plastic covers are provided for carrying the records.

The music department of Luton Public Libraries has over 3,000 records available for loan. Filing is by accession number vertically in steel cabinets. A printed record is used to show marks on records detected by visual examination. A catalogue of records, with supplements, has been printed by computer.

The Camden Public Libraries lend over 500,000 records a year from collections in the Swiss Cottage and Holborn central libraries, three branches and seven children's libraries.

Catalogues and shelf lists

Plurality of service points presents problems of providing records that will reveal the existence and location of stock in the library system as a whole and at each service point. The basic records serving this purpose are catalogues and shelf lists. Practices were investigated in the vain hope that there might be acceptable and more economical ways of providing such records.

The printed catalogues of branch holdings in the Free Library of Philadelphia and the Los Angeles County Public Library do not show locations, and branches maintain shelf lists to identify their own holdings. The branches assign their own copy numbers and notify the central library when a title is no longer held. The computer printed catalogue of Camden Public Libraries, on the other hand, does show locations for stock acquired since 1965, and a union shelf list is maintained in the central library.

Libraries in North America commonly provide branches with dictionary card catalogues and their own shelf lists, while maintaining a comprehensive record of holdings in the central library. The branches are sometimes required to assign the individual book numbers or copy numbers to books received by them. Branches of the Boston Public Library mostly reduce the number of their catalogues from three to two by combining the catalogues of adults' and young adults' collections; all branches assign individual book numbers. Branches of the Toronto Public Libraries determine for themselves whether books will be kept for reference and circulation: their decision is recorded only in the branches. The central libraries of the University of California at Berkeley and the Smithsonian Institution, and the borough offices of the New York Public Library maintain union dictionary catalogues and union shelf lists of branch holdings. At Berkeley the union shelf list is duplicated in the cataloguing department and main reading room. Central records of branch holdings are usually limited to shelf lists or a single entry alphabetical list. The Los Angeles Public Library plans to avoid duplication of shelf lists in branches and the cataloguing department by computer printing of the shelf lists. A variation of the practice exists in the Ottawa Public Library where all branches have dictionary catalogues but only some have shelf lists.

Considerable variation occurs in British practice. The Glasgow Corporation Public Libraries was the only system observed which provided catalogues and shelf lists in branches and in the cataloguing department. In its case branch catalogues are classified, the union catalogue records locations, and the union shelf list does not show locations. Branches of the Birmingham Public Libraries and Westminster City Libraries have classified card catalogues and the central libraries have union catalogues: at Birmingham the classified catalogues are used for progressive stock taking and the union catalogue refers to adult non fiction only. Branches of Bradford City Libraries have dictionary card catalogues and the central library has a union shelf list. Branches of Manchester Public Libraries have classified catalogues, using the 'British national bibliography' and Dewey Relative Index in place of a subject index, and a union dictionary catalogue refers to non fiction only. Branches of the Edinburgh Libraries and Museums Department have classified sheaf catalogues for adults, and author/title card catalogues for children; the central library has a union catalogue. Branches of the Liverpool City Libraries maintain dictionary sheaf catalogues for all books added to the system, without indication of location, and card shelf lists. The size of the comprehensive catalogues held by them is kept down by periodic scrapping whenever a supplement to the central library catalogue is printed.

Three English libraries do not provide public catalogues in their branches. Luton Public Libraries have circulating branch stock, requiring branches to exchange 100 books each week. The catalogue department keeps a classified list of non fiction and alphabetical lists of non fiction and fiction, without recording locations. There is a catalogue of books used in the bookmobiles. The Newcastle Upon Tyne City Libraries work on the principle that branches are so close to the central library that readers will go there for particular books or intensive reading, or may ask for any book they want at any service point and have it made available there in due course. District branches have classified card catalogues for staff use only, and unofficially maintain union catalogues of the holdings of satellite branches. The other branches maintain an alphabetical list of holdings which is progressively rearranged in classified order for stocktaking purposes. Sheffield City Libraries provide branches with shelf lists only on the grounds that catalogues are ordinarily used only by the staff and telephone access to the union catalogue in the central library is cheaper and just as efficient.

An interesting practice observed in the Public Library of Stockton and San Joaquin County concerns the recording of loans to branches from the core collection. Each book is fitted with a duplicate shelf list card which is removed from the pocket when the book is borrowed and filed temporarily without any marking under the name of the borrowing branch.

Loan charging

Charging systems were not studied closely because of Mr D. W. Murray's investigations in 1964. However, some observations were unavoidable and those of special interest are recorded here.

The Los Angeles Public Library has over 800,000 registered borrowers and issues 14,000,000 loans a year. Because of the magnitude of the circulation a computer is used in conjunction with Recordak and I.B.M. punched cards for registering borrowers and recording loans. The city hall computer used currently is an I.B.M. 360/40.

Each branch library records loans on Recordak, using I.B.M. punched transaction cards. In the small branches where a film is not filled within a fortnight, the used part is cut off for processing and the balance is reinserted with only slight loss. The transaction cards are forwarded for central data processing as they are returned with the books after loan, and overdue notices are issued centrally.

Associated charging procedures and equipment are being introduced progressively for use with the computer. Book cards are to be replaced with I.B.M., cards on which centre punching will show the book identification number and copy number. New borrowers' cards will probably be plastic, be signed by the borrowers, and have holes punched recording the borrower's identification number and address. Cards for readers and books will then be fed into a new type of machine resembling an Addressograph, yet to be designed, which will punch both on transaction cards.

The library's use of the computer began with re-registration of borrowers. Previously there had been master and branch alphabetical registers. Now one file is kept on tape. The computer detects double and delinquent registrations: a delinquency report [blacklist] for the whole library system is produced quarterly, with weekly cumulative supplements, and registrations are checked against the list. Entries for clearances appear in supplements. Two men are employed collecting outstanding debts on overdue fines, etc., and more than pay for themselves.

Considerable teething troubles have been experienced with use of the computer. The first computer possessed by the city hall suffered breakdowns, and programming sometimes went astray, particularly with the initial issue of borrowers' cards. The need to distinguish identical names by addition of the mother's maiden name was realised after re-registration had begun, and intended provision of ten printing spaces for Christian names was accidentally reduced to six. Consequences are that names such as William and Virginia are printed as Willia and Virgin, and it is not possible to identify positively many of the first 400,000 persons re-registered. Computer re-registration was announced as lifelong.

The libraries of the University of California at Berkeley and Los Angeles both use computers for recording loans. At Berkeley I.B.M. cards are machine punched in the main library and hand punched in departmental libraries: the system succeeds in returning books to the shelves much quicker. At Los Angeles over 2,000,000 loans are recorded by the various libraries on the campus each year, and there are 70-80,000 cards in the loan file of the central library at any time, including cards for everything such as binding officially not on the shelf. Borrowers write their names, etc., on I.B.M. cards, numbered and pre-punched in serial order. Books are also fitted with punched cards for call number, author and title. Any rarely used book without a punched card has a temporary card made out first and is properly fitted up before being returned to the shelf. Generally cards are thus machine readable from the beginning. At the charging points both readers' cards and book cards are inserted in machines called data collection terminals, which relay the punching by electronic impulse to the control room, resulting in the punching of a single card with both sets of detail. At the terminals the book goes out with the punched book card and a date stamp on it, and the written loan card stays at the desk. In discharging, the book goes to a back room where the book card and a date badge are inserted in a machine which again transmits the information to the control room where a new card is produced with electronic punching to purge the loan record by matching.

Borrowers are to be issued with magnetic identification cards by the time the second stage of the research library is completed in 1970. These identification cards will serve many purposes in the university, e.g., parking and sport. A new I.B.M. 360 computer will be installed in the second stage of the building.

In the Harvard University Library I.B.M. cards are key punched and duplicated to allow a dual card system of recording loans. The card has printed on it details of the book required, and the borrower's name and address are stamped on from his embossed borrower's card. To save time in looking for books in the stack, staff first check the loan/binding files. Cards for overdue loans are transferred to magnetic tapes for printing of overdue notices.

Computer charging is used in the Denver Public Library but was not seen. Camden Public Libraries propose to introduce it as soon as the right machine is chosen. Boston Public Library uses a computer to print book cards and labels and to centralize the registration of borrowers and issue of borrowers' cards. Charging is effected by camera and I.B.M. punched cards, while overdue notices are issued in the branches by reading from the film.

Borrowers fill in an I.B.M. registration card at all branches of the Midcontinent Public Library. The cards are collected daily by four trucks employed by the library in interbranch deliveries, and are taken to the headquarters for punching and machine reading. The borrowers' cards are posted out to confirm addresses given by the applicants. Issue of overdue notices is also centralized: the branches supply lists of books overdue and an I.B.M. machine addresses the notices. Use of the I.B.M. registration card enables the library to learn from applicants what their reading interests are, and to send out subject lists periodically.

The Kansas City [Kansas] Public Library charges with Recordak portable microfilmers. Royal McBee transaction cards are tabbed for ease of sorting. Overdues are centralized and the notices are printed directly from the film. The second notice threatens messengerial collection with costs: it proves effective.

The Public Library of Stockton and San Joaquin County expresses satisfaction with the Wayne County charging system, and the Weld County Library with the Gaylord charging system. The Westminster City Libraries, however, are dissatisfied with token charging and propose to change to computer charging as soon as use of the computer in the city offices settles down. Token charging, evolved at Westminster, was inherited in 1965 when three former libraries were amalgamated, and the other two former libraries had Browne. For the sake of expediency all libraries in the system, except Paddington Branch, which remains on Browne, are now using token charging temporarily. The extreme lunchtime busyness of the Charing Cross Branch which prompted token charging in the first place has now eased because commuters have access to improved libraries in their own residential suburbs, and the lack of controls with the token system is regretted. Considerable interest was expressed in several libraries in the prospect of a token system with controls as being evolved by the Wollongong Public Library.

A variation of Browne is used in the Bradford City Libraries and other English libraries to move readers past the discharging area quicker and to remove carding operations from the charging desk. Books of tickets numbered identically within each book are issued to readers who use a ticket at a time instead of a normal borrower's card.

The Toronto Public Libraries maintain a master numerical register of borrowers and centralize overdues. A master delinquent file is kept also. A collection agency is employed if books are not returned after the second notice.

Charging systems exist to record the loan of books from a library. A related concern is to ensure that loans are properly recorded and to prevent thefts. In this connexion the Free Library of Philadelphia is conducting an experiment in its Frankford Branch with the Checkpoint Security System. A small strip of metal is concealed in the pocket or card of each book and registers on an alarm system if taken out of the branch without authority. The one exit of the branch, alongside the charging desk, is sensitized for this purpose. If the book is placed on the desk to be charged out, and handed back to the reader after he is past the sensitized area, the alarm does not sound. Troubles have been experienced with objects such as handbags and their contents giving false alarms, but the system is now settling down and proving effective.

The Singapore National Library provides children's and reference service entirely free, but from the age of fifteen persons are required to pay a deposit of $5 for borrowing facilities. The deposit is refundable.

Interbranch loans

Books in a lending library stock are generally made available on request at any service point regardless of their normal location. Branches receive requests for specific titles or subjects and, if they cannot satisfy the requests from their own stock, arrange for a loan of the required material from elsewhere in the system. Failure to satisfy requests by interbranch loans may result in interlibrary loans being arranged. The machinery used for interbranch loans is generally the same as used for interlibrary loans.

As noted previously, libraries in North America frequently are equipped with Telex to arrange interbranch loans. Some have cheaper methods, such as the use of Code-a-phone, telephone, and mail, and some have facsimile transmission equipment. Requests are submitted to a central library where location of the required material is ascertained and loan arranged. Deliveries are effected by vehicle or post. Considerable effort is made to satisfy all requests within a day.

An exception was observed in the practice of the New York Public Library where branches are only a short distance apart. Readers there are encouraged to track the material down themselves by going to a bigger branch than the one they first visit, by consulting a printed union list of periodicals in each branch, or by consulting the union catalogue of books in the local borough office. Interbranch loans are still arranged, where necessary, and branches are equipped with Telex for this purpose.

Scottish libraries have well organized systems for dealing with interbranch loans. The Glasgow Corporation Public Libraries provide branches with punched cards for requests. On receipt at the central library these are notched to show locations, and bibliographical detail is completed or corrected if necessary. Then by needle sorting requests are allocated to the quietest branches most likely to have the books on the shelf, with priority for other branches noted on the same principle. The marked request cards are delivered by van and dealt with by making the loan or sending on of the request card to the next branch indicated. Each branch has two van deliveries per day. The Edinburgh Libraries and Museums Department uses request forms in triplicate which are checked in the central library and sent to selected branches. Books are returned to the central library for dispatch to the requesting branch, or the forms are returned if the books are unavailable, so they can be sent to another branch. Vans make deliveries twice a week.

Most of the English libraries visited also have their interbranch loans systems devolving upon the central library, the exception being Camden Public Libraries where the printed catalogue shows locations, enabling branches to arrange loans directly. The central library of the Luton Public Libraries, which does not record the location of books in branches, has to rely upon weekly letters to branches asking them whether or not they have certain books. Branches of Westminster City Libraries ring the central library for locations, then arrange the loans for themselves. In other libraries interbranch loans are arranged by the central library. Variations exist in Newcastle Upon Tyne and Manchester. In Newcastle Upon Tyne district libraries satisfy requests from within the district first if possible, by means of union catalogues, and failing that communicate with the central library by Telex. In Manchester adult fiction is excluded from interbranch loans except on a limited district basis. Loans of other books are arranged by the book services department in the central library. Liverpool City Libraries have specially printed request forms and interbranch loans are arranged by the coordination department in the central library.

Special services

Special services treated here concern reading and language courses, the blind, hospitals and other institutions. Other special services, such as the provision of libraries in the subject field of local government, are discussed in the next chapter because they have more of a reference character than lending.

The Brooklyn Public Library offers free remedial reading courses to people wishing to learn how to read faster and better. The courses are so popular that there are waiting lists for admittance. The Manchester Public Libraries and Toronto Public Libraries offer free language courses recorded on tapes and discs. Listening equipment is provided in the library and at Manchester appointments are necessary to obtain use of the records and equipment. Many of the programmes offered by libraries in U.S.A. are courses of a more general adult education character, such as the Workers' Educational Association and the Department of Adult Education of the University of Sydney make available in New South Wales.

Hospital library service is provided by the Bradford City Libraries with a librarian and two assistants. Each hospital is provided with a small collection of books from which trolleys are loaded for wheeling around to the patients.

The Newcastle Upon Tyne City Libraries serve patients in one city hospital and are paid to do so by the hospital. The Red Cross serves patients in the other city hospital.

The branch of Luton Public Libraries maintained in the city's only general hospital is financed by the hospital. The library is divided, physically and otherwise, into two sections: adjoining rooms are separated by a wall with a break in it for a common charging desk. The librarian serves patients one side and doctors on the other. The patients' section contains uncatalogued recreational reading on normal library shelving. Walking patients may read in the library and have lounge chairs provided for them. Other patients have books taken to them by trolley. The medical section contains books and periodicals in the special subject field, and is open to all doctors in the city and district. Periodicals are not circulated. Books are supplemented by interlibrary loans from Lewis' [subscription] Technical and Medical Library in London, and from the British Medical Association.

The Boston Public Library provides a library service only in the city's public hospital. Other hospitals want the same service but are not given it for financial reasons. The library contends that such service needs a trained staff with a good knowledge of books, and that volunteers are unsatisfactory.

Several libraries provide home deliveries to the housebound. Instances are Camden Public Libraries, which deliver records as well as books; the Edinburgh Libraries and Museums Department, which provides the books for volunteers to deliver; and the Los Angeles Public Library, which has a limited trial service financed with federal subsidy. The experience in Los Angeles has been that the service is effective but expensive. There will be difficulty in having the library meet the costs when federal funds are withdrawn, and for this reason the project has been tried only in a limited area.

Reading materials for the blind and physically handicapped are provided by the U.S. Government through the Library of Congress and are made available through thirty four regional libraries for the blind and physically handicapped. The federal government supplies the materials and the regional libraries provide the staff and accommodation for administration of the service. The California State Library collection consists of more than 22,000 volumes of Braille, more than 27,000 containers of talking book records and a small but growing collection of books on magnetic tape. This represents about 5,000 titles in Braille and about 3,500 titles in recorded form, covering a wide range of subjects between them, for people of all ages above four years. The service is free and is conducted directly by post. Readers receive catalogues of books available, and accession lists. Legally blind readers may also borrow talking book machines free of charge.

Other regional libraries for the blind and physically handicapped were seen in the Ross Barnum Library, Denver, the Carnegie Library of Pittsburgh, and the Free Library of Philadelphia, Their service includes the recording of personal reading interests, past loans, and requests.

Large print books are featured prominently in the Donnell Library Center, New York. Stocks are augmented by purchase of works such as the 'Readers digest' and 'New York times' specially enlarged by Xerox. Other libraries in U.S.A., the Elder Park and Townhead Libraries in Glasgow, and the central library of the Edinburgh Libraries and Museums Department, find considerable use being made of books in large print, but in England use of them is declining. The Hulme District Library at Manchester, for instance, now files large print books amongst the adult fiction because sufficient use is not made of them when separated, and finds that normal readers borrow them when an ordinary copy of the title is not available.

The Delhi Public Library utilizes equipment provided by the American Foundation for Overseas Blind to produce books in Bharati braille, and records books on tape. The books are provided free of charge to the blind in their homes. Nearly every blind person in Delhi who can read braille, over 300 of them, is served. The library regrets the facts that so few blind people can read braille, and that the output of the National Braille Press at Dehra Dun is so inadequate.

Conclusions

The practices of public lending libraries in New South Wales are basically sound, having been guided in their development over the past twenty years by the experience of libraries in North America and Great Britain. The observations recorded here may be of assistance in their further development.

The pattern of branch development advocated by the Library Board of N.S.W. is a sensible interpretation of practices overseas, and requires no modification at this stage. That is, a population of 5,000 or more within a one mile radius of a library site warrants establishment of a full time branch library. The best library site is in the heart of the commercial shopping centre where traffic converges and most people congregate. Accessibility is an important consideration and parking facilities need to be taken into account. In this connexion it is noted that drive-in shopping centres are being increasingly favoured as library sites in North America. Building values in the centre may be too high for the library, but a site at the edge of the parking area provides a suitable alternative.

Accessibility of the library building means physical entry as well as approach to the building. Steps or stairs deter readers from entering, necessitating occupation of the ground floor and provision of lifts to any additional floors. Consideration should be given to the provision of ramp entrances if the ground floor is not level with the footpath.

Administration of branches on a regional basis as in libraries such as the Los Angeles Public Library and Los Angeles County Public Library would merit consideration if a regional library, in the Australian use of the term, were to be developed in the Newcastle and Hunter Valley district as proposed by the Library Board of N.S.W.. Distances would otherwise impede activities such as the supervision of branches and provision of relief staff.

Division of lending libraries into sections for various age levels is prompted by considerations of interests, comprehension, and reading ability, but is an arbitrary arrangement cutting across the wide variations in intellect that occur regardless of age. People of all ages often require literature prepared for another age level and, with commonsense reservations, should have access to all literature in a library. Rigid adherence to conditions of library organization relating selected literature to persons of particular ages denies access that libraries exist to provide. The objective of a library should be to encourage reading generally, and in doing so to minimize the effects of barriers created by the practical convenience of library organization.

Removal of such barriers is not overcome by the duplication of stock in sections for various age levels. The needs of a child are not fully met by stock provided in a children's section, any more than those of an adult by what is provided in an adults' section. Every reader should be encouraged to regard the whole library as his, and should be free to choose from any section, provided that some discretion be exercised, preferably by the parents, in the materials made available to children. Children who are accustomed to using the whole lending library are less likely to stop reading as they grow older than those who are permitted access only to children's books before suddenly being told, on attainment of a certain age, that they must cease to use these books and use others in the adults' section instead.

With reservations in consideration of a library's size, design of the library should attempt to minimize barriers between age sections, permitting free flow of readers from one section to another. Having a common charging point, for instance, will permit the age sections to be open simultaneously and facilitate the attendance of readers in what should be a family affair. The physical separation of sections and charging points increases operational costs and may result in shorter hours of opening for the children's section. Specialists on the staff, such as children's librarians, can be provided and can be accessible without being secluded.

Public libraries in New South Wales are in their infancy compared with many of the libraries visited overseas, and cannot be expected at this stage to have developed all the lending services they need. For instance, they still need more branches and more books. As libraries here grow in size they may be expected to provide more special materials and services.

6. REFERENCE SERVICE AND CENTRAL LIBRARIES

Summary

Central libraries generally house administration and processing in addition to reference and lending service. Because of the concentration of resources in central libraries in terms of stock and staff, reference service generally is most highly developed there. The provision of reference service in relation to lending service is illustrated by practices in national, state, university and other libraries as well as public libraries. Considerations in central libraries are the development of subject departments and special collections, and the provision of catalogues. Special services dealt with in this chapter are those rendered to business and industry, local government, and library staff. The most common department in public libraries, local history, is dealt with in the next chapter.

The subject is discussed under the subheadings of:

State and national libraries
Public libraries
University libraries
Other libraries
Catalogues and shelf lists
Service to business and industry
Service to local government
Civic information service
Library science collections

State and national libraries

The British Museum, London, comprises the National Library, the National Museum of Antiquities and Ethnography, and the British Museum collection of Prints and Drawings. The Natural History collections are at South Kensington. The National Library section contains over 6,000,000 volumes in Departments of Printed Books, Manuscripts, and Oriental Printed Books and Manuscripts. The Department of Printed Books also administers the Newspaper Library at Colindale and the National Reference Library of Science and Invention at Chancery Lane and Bowswater. Owing to accommodation difficulties in the Museum 50,000 feet of books are stored in the Woolwich Arsenal, and another 50,000 feet are about to be sent. There are 660 persons on the library staff.

The Department of Printed Books contains every kind of printed literature from the fifteenth century onwards in all languages outside the traditional field of Oriental studies. It has outstanding collections of maps, music and postage stamps. Under the provisions of the Copyright Act of 1911 a copy of every book, periodical and newspaper published in the United Kingdom is received by deposit, and acquisitions include also gifts, bequests, purchases, and international exchanges. Two collections kept separately in wall cases of public galleries named after them are the Grenville Library, a bequest from the Rt Hon. Thomas Grenville in 1847, and the King's Library, a gift of King George III's library in 1823. The Department of Manuscripts is a library of books and documents in manuscripts of every kind. In it is material written in any language of the Western world and ranging in date from the earliest times to the present day. The Department of Oriental Printed Books and Manuscripts complements the work of the other two departments, covering the languages and literature of the entire Oriental world from Morocco eastwards to Japan. Its collections include handwritten and printed books in many different scripts, written on materials of every kind, from gold sheets to palm leaves.

Admission to the reading and students' rooms of the library departments is normally granted for purposes of research and reference which cannot be satisfied elsewhere. Application for admission has to be made in writing, on a prescribed form. Tickets are issued to approved readers, together with a copy of library regulations, notes for readers, and notes on copying facilities and requirements. Admission is free. The Museum is open from 10 a.m. to 5 p.m. Monday to Saturday and from 2.30 p.m. to 6 p.m. on Sunday: the only days it is closed are Christmas Day and Good Friday. No material can be borrowed.

Apart from 30,000 reference books in the reading room, in open access and classified, stock is kept in closed access, in a very rough classified order of about twenty categories. Readers use request forms provided to apply for books they want from stack. The forms are sent to stack by pneumatic tube, and the stack staff assemble required books at central points for transmission to the reading room. Other material is similarly kept in closed access and is supplied on request.

Selected documents such as a copy of Magna Carta are displayed under glass in public galleries. Public lecture tours may be arranged for any day except Sunday. A bookstall at the front entrance to the Museum displays postcards, reproductions, handbooks, catalogues, replicas and casts, published by the Museum, for sale.

Plans to house the National Reference Library of Science and Invention in a building on the South Bank of the Thames did not succeed. Similarly, a plan to build an annexe to the Museum on neighbouring property has recently been disapproved. As mentioned earlier, the role of this national library and other national libraries in England is under review, by the Dainton Committee, and the Library Association [of Great Britain] has submitted that the national library be separated from other parts of the British Museum.

The California State Library, Sacramento, has 2,800,000 volumes, of which 2,000,000 are government documents, U.S. federal, Californian, and other states. Administratively there are four departments, the Reader Services Bureau, Law Library, Technical Services Bureau, and Library Consultant Services. A gift collection, the Sutro Library, is situated in San Francisco. The State Library is attached to the State Department of Education which performs housekeeping functions for the library, particularly in respect of finance, e.g., submission of budget and payment of accounts. There is a total staff of 165, of whom fifty are librarians, and there are vacancies for further librarians. The State Librarian is appointed by the Governor, and has no tenure, and the State Librarian appoints the Assistant State Librarian, also without tenure. All other members of staff are public servants with tenure.

The State Library originated as a law library in 1850 and was simply that until 1903. It now goes beyond the function of providing reference service to the State Legislature and government departments by following a free lending policy, to local residents supplementing their public library service, and statewide through interlibrary loans; maintenance of a union catalogue for major libraries in the state; and assistance to public libraries through a consultation service, technical services, and administration of federal and state grants.

Reference service is given to members of the Legislature and state employees by means of:

Searches in library materials to get answers to questions of fact;

Supply of background material on subjects of legislative interest;

Compilation of bibliographies on special subjects on request for Legislators and research staff;

Contact with other libraries and government agencies for location of information;

Interlibrary loans from other libraries;

Advice and guidance to readers doing their own research;

Maintenance of special catalogues and indexes to assist in faster service to the Legislature;

Duplication of reasonable amounts of materials in the State Library's collections for Legislative offices;

Provision of messenger service between the State Library and Legislative offices during sessions.

The library is open from 8 a.m. to 5 p.m. Monday to Friday. State government employees and all residents of the state may borrow in person or through a local library, for periods varying from three weeks to three months according to the type of material; for instance, books are borrowable for five weeks. Loans are recorded on edge-notched punched cards. Ample photocopying facilities are provided. Another facility for readers is the provision of typewriters with coin-in-the-slot attachments, at a cost of ten cents for thirty minutes.

Stock includes 600,000 books covering all subjects; over 2,800 periodicals received currently; 200 newspapers received currently and 21,500 reels of newspapers on film; 133,000 law books and over 250 law periodicals received currently; and manuscripts, pictures, etc., dealing with Californian history. A law providing the library with fifty copies of each state government publication enables exchanges to be effected with other states for similar material.

The law library's 133,000 volumes, according to the law librarian who is qualified in both law and librarianship, make the library medium size. In comparison, Australia's largest, the University of Sydney Law School Library, has 48,000 volumes. Stock includes texts and reports from all states, the federal government, and other English speaking countries, plus 'popular' accounts of cases and trials. State attorneys have keys to give them access at any time.

In the general reference library periodicals are shelved separately from books. All periodicals, whether bound or unbound, are available for loan. The latest issues are filed flat on shelves in alphabetical order by title. Because of the liberal lending policy, jackets are preserved on books and covered with plastic. Reference staff do the searching in the union catalogue maintained by the Technical Services Bureau.

Hope for special financial assistance to the provision of reference service is seen in the State Technical Services Act. This Act provides funds for the development of technical services, and some of it goes to the library. An initial grant provides for the library answering reference inquiries in the fields of science, technology and business, where the inquiries cannot be answered in public libraries. The State Library answers direct. If the current pilot project is successful the project will be continued on another financial basis expected to benefit the library.

The library is overcrowded. The reference section, for example, is cluttered with staff and their desks and working equipment as well as reading accommodation, and it is hard to realize that the area is public.

The Library of Congress, Washington, D.C., is a general reference library serving Congress and the general public. It contains over 54,000,000 items, including 14,000,000 books and pamphlets on every subject and in a multitude of languages; 145,000 bound newspaper volumes; 28,000,000 manuscripts; 3,003,000 maps; 3,247,900 items of music; 1,800,000 photographic negatives; 183,000 sound recordings; 176,000 prints and drawings; 86,000 films; etc.. The book collection includes 1,000,000 volumes on loan from the Smithsonian Institution since 1866. There are about 3,450 persons on the staff.

Admission to the Library of Congress is free, and no introduction or credentials are required. The purpose of the library is the widest possible use of its collections consistent with their preservation and with the primary obligations of Congressional and other governmental service. Admission to the reading rooms is permitted to all persons over high school age who wish to read. High school students of 10th, 11th, or 12th grade may be admitted on presentation of a letter from their school principal or if accompanied by an adult.

The two buildings occupied by the library, situated near the Capitol, cover six acres of ground. They contain thirty six acres of floor space and nearly 270 miles of bookshelves; there are two general and fourteen special reading rooms. The two buildings are connected by a tunnel containing pneumatic tubes for movement of books, and electric book carriers in each building transport materials between floors. A third building, the James Madison Memorial Building, is soon to be erected.

The Legislative Reference Service, the major information and research centre for Congress, answered over 117,000 inquiries by members and committees in 1966, in addition to which other departments answered another 206,600 Congressional inquiries. The Law Library contains 1,110,000 volumes in its collection, in addition to 300,000 law volumes in the library's general collections. The Copyright Office in 1966 registered 286,866 claims to copyright on books, music, motion pictures and other materials. The National Referral Center for Science and Technology, established with National Science Foundation funds in 1962, provides a switchboard service for scientists and technologists trying to find specialized information among the nation's resources of scientific and technical knowledge: the Center does not answer the questions directly but refers the inquirer to the appropriate source. The Children's Book Center was established in the same year. The library lends freely through interlibrary loans, some 241,000 items in 1966, and conducts an extensive photocopying service. The National Union Catalog maintained by the library records the holdings of over 700 libraries in U.S.A. and Canada, 9,000,000 card entries before 1952 and published catalogues since. Other union catalogues in card form are the National Union Catalog of Manuscript Collections and catalogues referring to Slavic, Chinese, Hebraic, Japanese, South and Southeast Asian, Korean, and Near Eastern literature. Processing services have been mentioned previously.

Amongst the varied activities of the library are conducting of chamber music concerts and literary readings in its Coolidge Auditorium with seating for 511. Both the concerts and the literary programmes are broadcast in Washington, D.C., and the broadcasts are made available to a number of other stations throughout the country.

The National Library of Canada, Ottawa, has accumulated nearly 750,000 books since its establishment in 1952. It shares with the Public Archives of Canada the National Library and Archives Building which was opened in 1967. The two services also share administrative and technical services, e.g., personnel branch, accounting, binding, and photocopying. Until June 1968 the one person was national librarian and archivist; the positions were then separated. Each service has about 250 members of staff.

The library is a depository library for books, government documents and periodicals published in Canada. It purchases books relating to Canada published in other countries, and books and periodicals published outside Canada in the fields of the humanities and social sciences. By arrangement with the National Science Library of the National Science Council it avoids scientific literature except for deposit material that it is required to keep. Newspapers and sound recordings are held also; films are not held. The 18,000 bound volumes of newspapers held were mainly transferred from the Parliamentary Library and the Public Archives of Canada. There are 10,000 reels of microfilm as well. All Dominion Government documents are received, and an attempt is made, with difficulty, to collect provincial government publications as well. All received are listed in 'Canadiana', published by the library. Foreign government publications form a 'spotty' collection, but an attempt is being made now to collect more. The music section is strong, being based on the private library of the late Percy Scholes. Much of the bookstock is not catalogued yet.

The library is regarded as a research library, and is open to researchers including postgraduate students, but not to undergraduates unless they have letters from their college or university librarian certifying that the material required is not held in the student's library. Schoolchildren are not admitted. Passes are issued to authorized readers allowing them to enter the library. Opening hours are from

8.30 a.m. to 4.55 p.m. Monday to Friday. Readers other than undergraduates may obtain special passes admitting them to a reading room that is open twenty four hours a day. Lockers are provided for their use in this reading room and material will be put aside for the readers if it is requested during normal opening hours. Extended use of private study rooms may also be arranged. These facilities apply also to archives. Research workers may take their own material into the library.

The library has five departments: public service, union catalogue, serials, government documents, and bibliography. The public service department deals with reference inquiries and interlibrary loans. Inquiries number 57,000 a month, and are mostly location requests involving use of the union catalogue. The bibliography department compiles and publishes 'Canadiana', 'Periodicals in the social sciences and humanities', and 'List of Canadian theses'. 'Canadiana' is issued monthly, with annual cumulations. Indexes to it are cumulated periodically by means of computer, and it is hoped to automate compilation of the text as well as the index when a way is found of reducing costs. University theses are microfilmed whenever copies are made available, and prints may be purchased from the library.

The National Library of Scotland, Edinburgh, was founded in 1682 by the Faculty of Advocates and transferred to the government in 1925. Having been built on benefactions, it is now maintained by the government with the aid of endowments. The present building was started before World War II and was completed in 1956. With a stock of 2,000,000 volumes and an accession rate of 125,000 pieces a year, the building will suffice only for another ten years. An interesting feature of the building is the utilization of old cells below Parliament House, connected with the library by passage ways, for book storage. There are 136 persons on the staff, of whom fifty are university graduates. Degrees are preferred to library qualifications, although qualification is librarianship in addition to having a degree is 'no bar to employment'.

The library is conceived as a reference and research library with wide subject scope, specializing in material relating to Scotland. It is rich in special collections of incunabula, rare books, music and manuscripts. Copyright deposit provisions enjoyed by the Faculty of Advocates and continued to the present day are responsible for most accessions. As deposit copies have to be claimed and are not received automatically, an agent is employed to do the claiming and pre-selection is made. One aspect of the selection policy is to keep most Scottish newspapers and English national dailies.

Access is restricted to readers issued with tickets. These are issued to applicants who cannot obtain their books elsewhere in Edinburgh. Persons below the student level of third year university are not admitted. Most stock is in closed access and is shelved by fixed location according to size. Readers apply for the books they want after consulting the catalogues, and may reserve up to twenty books at a time for as long as a fortnight. Service is free. Few interlibrary loans are issued, and then mainly for exhibition purposes. Photocopying services are offered instead of interlibrary loans.

Mention has already been made of the National Lending Library for Science and Technology, Boston Spa, in Chapter I. Additional information concerns the library's premises, stock arrangement, and staffing.

Premises occupied are former munitions factories, situated in the centre of the island. The five buildings are set up as warehouses connected by enclosed passageways and suspended conveyors running continually through the centre of the buildings to dispatch points. A large new building to extend existing space is expected by 1972. The present buildings have a total floor area of 150,000 square feet and are fitted with thirty six miles of shelving.

Storage of material is basically alphabetical by title, with chronological subarrangement of serials. Pre-1960 serials are kept in one shed, and 1960+ serials in another. Books are filed in another sequence, again alphabetically by title, and Russian literature in a further sequence because of the Cyrillic alphabet. New titles are filed in their place alphabetically, and periodicals with changes of title are filed in different places according to the titles; a new title means a new run, with cross references on the shelves. Donated back issues are simply shelved. U.D.C. is used with material in the staff library in librarianship, and with bibliographies in the public reading room. Abstracts and indexes in the public reading room are arranged alphabetically by title. Readers are served only with guides to the use of bibliographical aids, and with material requested by them.

Loan requests are sorted on arrival by type of material and are referred to the section concerned. The material, if available, is taken off the shelf and placed on a conveyor tray with a copy of the request form. The other copy is placed in a plastic envelope on the shelf where the material came from. Both copies have recorded on them the date of issue. The plastic envelopes have coloured trims to indicate the number of weeks the material has been on loan; the envelopes, and colours, are changed each week to permit overdue notices to be sent as required. If the material is not on the shelf a special form is left in the envelope and a copy with the request form is sent to a check room which handles overdues and reservations. Waiting lists for some materials break down the claim to give a twenty four hour service, despite the purchase and donation of additional copies of most used material. Other librarians in England report also that the arrangement of books by title, without cataloguing, sometimes results in false statements being made that certain books are not held. Despite such difficulties the library deals with 14,500 loan requests and 1,220 photocopying requests per week.

There are no catalogues for material held other than lists of periodicals by title and serial number, without record of copies held. The lists are made initially on punched cards and are reproduced from these.

The library is staffed with thirty six scientists and 186 non-professional persons, fifteen of the latter being part time employees. Policy is to employ scientists instead of librarians because scientists are needed for 'administrative' purposes and librarians are not needed.

The National Central Library, London, has been discussed in Chapter 3.

The New York State Library, Albany, was mentioned in Chapter I. Additional information is that it provides a direct service to the government as well as the people. To do so it maintains collections in education, law, medicine, science and technology, manuscripts and history, and general reference material with responsibility for every subject not covered adequately elsewhere in the state. It is also responsible for archives, but not for intermediate records. The legislative reference service applies to members of the Legislature and departments. Apart from service to the government the role of the library is seen as providing leadership to other libraries in such matters as interlibrary loans, automation, experimentation, gifts and exchanges, government documents, and staffing patterns.

The present premises are nearly full and the division of library development is housed elsewhere of necessity. A certain amount of compact shelving and fixed location exists to conserve space. The form of compact shelving used, at the end of the stack, has shelves fitted end-on and pulling out like drawers from the wall: it is not regarded highly by the library. A move into new premises within a few years is expected. The present subject departments are likely to be eliminated or reduced in number when the move is made.

The Singapore National Library has served as the national and lending library of Singapore since 1958. It functions under the Ministry of Culture and has a library board which is advisory only. The bookstock of 336,000 volumes is augmented by 36,000 volumes of accessions annually.

The library is a deposit library for United Nations and Singapore government publications. A special collection of South East Asia material is being assembled for reference purposes, with some duplication of current material for lending purposes. Another special collection for reference and lending is in the subject of music. Archives administration is currently being separated from the library. From 1968 the library will publish a national bibliography.

Originally the library was confined to the English language, but collections are now being developed in the four main local languages of English, Chinese, Malay and Tamil. Each language has its own collection, catalogue, and notices. Language collections are separated everywhere except in the South East Asia Room. Stock is arranged by the Dewey Decimal Classification. It is planned to reorganize the library into subject departments, retaining the language sections in each. The reference library has nearly 100 seats and desks of the double sided carrel type.

Staff have to be bi-lingual or tri-lingual. Many of them receive their training in librarianship overseas, while others are trained locally and sit for the examinations of the Library Association [of Great Britain]. A system of in-service examinations applies to all.

The United Nations, Dag Hammarskjold, Library, New York City, serves the United Nations headquarters with reference material. It is one of an uncoordinated chain of libraries serving the United Nations throughout the world, particularly in the regional economic commissions, specialized agencies, and information centres. The staff of this library numbers a little over 100, many of whom are engaged in indexing U.N. publications and compiling bibliographies for publication by U.N..

An important part of the Dag Hammarskjold Library is a complete and large collection of the U.N's own publications. Otherwise the collection is not a historical one and serials, in particular, are not kept for many years. For seldom used material reliance is placed on the New York Public Library Research Libraries. U.D.C. is used because the original League of Nations Library in Geneva, continued by U.N., is so classified, and there was thought that the two libraries might be combined.

The library is not open to the general public, but senior research students are admitted and provided with individual study rooms.

Public libraries

The Albany Public Library has as its central library the Harmanus Bleecker Library. The building was erected in 1924 to hold a maximum of 55,000 volumes and now houses over 100,000 volumes. In addition to sections for adults, young adults, and children, there is a subject department of the adults' section containing all the D.C. 700's except some of the 790's, collections of local history, records and films, and administrative offices. Overcrowding results in some old local history material being stored in nooks and crannies of the basement. Processing has been moved to the headquarters of the Upper Hudson Library Federation, and a subject department of business established in the John V. L. Pruyn Branch, to be returned to the central library when a new building is erected in two years' time. The bookmobile service also is operated from the John V. L. Pruyn Branch.

The library was founded in 1833 as the library of the Young Man's Association for Mutual Improvement. It was transferred to the city in 1922 and is still administered by a board of trustees. The board approves the budget submitted by the library director and refers it to the mayor. The mayor and city council, when the budget is adopted, pay the library's annual allocation to the library in a lump sum. The library deposits the money with a firm of private accountants for administration. By and large there is no further association between the council and library during the year. The board also leaves the administration of the library fairly well alone. Theoretically it meets four times a year to settle matters of general policy, but tends to meet less. One of its particular responsibilities is the appointment of the director, who is not a city official.

The budget has been augmented in the past two years by federal subsidy for the purpose of developing special collections in the central library for regional purposes. These collections concern sound recordings and equipment, films, French books, music scores, and other approved projects. Grants of this kind are not expected to continue.

The central library of Birmingham Public Libraries is at present very poorly housed, but will shortly have a new building, construction of which is about to begin. The new building, with 200,000 square feet of floor area, will be the largest public library building in Europe, and is being achieved at last through need to demolish the old building so a new ring road can be constructed.

Both the central lending library and the reference library are housed in the central library. The former contains about 145,000 volumes and is strong in foreign languages and music: it includes over 4,000 sound recordings, books in Braille, and over 260,000 mounted illustrations.

The reference library comprises a general section and four subject departments. The general section contains 800,000 volumes plus many non-book materials. All United Nations publications are received on deposit. Reference service is concentrated in this section but is available also in the subject departments and branch libraries. The technical library contains 65,000 volumes and receives 1,000 periodicals currently. It includes standard specifications and abstracts, and deposit copies of atomic energy reports. The Shakespeare Memorial Library, because of its proximity to Stratford on Avon, has the largest collection of Shakespearian literature in the country and possibly in the world. It contains 40,000 volumes in eighty four languages, as well as many thousands of engravings, prints, photographs, playbills and theatre programmes. Programmes are received from far and wide, even for school productions. The commercial and patents library is described later in this chapter, and the local history department in the next chapter.

The dominant impression given by the central library of Boston Public Library at present is its incredible congestion. By comparison, all other libraries seen are well off for space. In the past two and a half years following the appointment of the present director major changes have taken place: the rate of accessions has increased considerably, the number of subject departments has been reduced, and another classification system has been adopted. At the same time as the number of service points in the central library has been reduced, the number of staff has been reduced also and salaries increased in an attempt to improve the quality of the staff. Work departments have been reorganized drastically also. The accommodation difficulties will not be overcome until a large annexe to the building is erected in two years' time, despite the present temporary storage elsewhere of 1,000,000 volumes.

Within three years the book vote has been increased from $200,000 to $1,000,000 a year, and accessions from 20,000 titles to 50,000 a year. Only the most recent and most popular books can be put into circulation, and the rest are being stored until the building addition is completed. Book storage has taken over corridors, theatrettes, reading areas, and nearly every available space.

Subject departments have been reduced in number from fifteen to three, for reasons of economy and intellect. Departments are held to be too costly in terms of staffing and operating expenses: it is believed that better service can be given more economically from fewer service points with better utilization of professional skills, not only with subject departments but also with the age sections of lending libraries.

The Library of Congress Classification has been adopted in place of Dewey D.C., with books in both sequences existing in research and lending libraries. The effect is most pronounced in the research library which has the most books, and where there are still at least 250,000 books remaining from a classification change thirty years ago when D.C. replaced another general classification plus several special classifications used in subject departments.

The general [circulation] collection is currently being expanded to provide an ultimate 500,000 volumes in the new building addition. Books in the research library will not then be available for loan at all. Concurrently with the consolidation of subject departments, periodical holdings have been assembled in a periodicals department. General reference inquiries are now handled in the humanities department.

The library is the oldest large city library in U.S.A., and enjoys a reputation as a research library. The director, in fact, Mr J. McNiff, is currently president of the Association of Research Libraries. As a research library it is smaller than the New York Public Library Research Libraries, but differs in being mainly dependent on rate sources of income whereas the others are endowed. However, Boston Public Library has recently received an endowment of $1,000,000 from John Deferrari, which is to be invested until two further amounts of $1,000,000 have been realized in interest. The John Defarrari Foundation has been created to manage the endowment.

A library board of five trustees, appointed one each year in rotation, is authorized to hold property, to appoint the director and staff, and to set the library policy. The budget is prepared by the director, approved by the board, sent to the mayor who may accept, reduce or increase it, then it goes to the city council which may accept or reduce but cannot increase it. As a matter of interest to librarians in New South Wales, the mayor in Boston and other U.S. cities is a council officer elected for a four year term, with duties comparable to those of town clerk in this state. The director of the Boston Public Library is responsible for expenditure in terms of the budget, with cheques drawn by the city hall staff. The city hall exercises centralized purchasing and accounting control, with purchasing methods not always favoured by the library.

Public services of the library are organized in three divisions: general [lending] library services, reference and research services, and headquarters of the Eastern Regional Public Library System. Some transfer of staff from one division to another occurs, but there is still a problem of preventing insular outlooks within divisions and departments. Orientation tours are given to new members of staff, memos are issued, staff meetings are held, informal exchange of news occurs, and a bulletin is issued for staff and the public, but there is no formal programme of transferring staff from one division to another. There has been, and is, a heavy emphasis on subject specialization, including lending services as a specialization. Staff have the equivalent of civil service rights and privileges.

The central library of Bradford City Libraries was completed in April, 1967, at a total cost of almost £1,000,000 for design, construction, and furnishing. The seven floors from ground level up provide an area of 103,223 square feet, and the basement contains accommodation for maintenance and servicing. Shelving space is provided for 260,000 volumes, of which 190,000 are in closed access. Seating accommodation is provided for 280 'students' and there is ample space for more seats.

The building has three distinctions. It is the first library building erected in Great Britain specifically for subject departments; it is the only library in England to contain a licensed bar; and it and the John Crerar Library are the only modern libraries seen with stack shelving intentionally higher than arm's reach. Shelving in the stack was intended to be ten feet high, but finished up as eight feet owing to an oversight in allowing for the installation of air conditioning ducts. Shelves are mobile and are to be doubled in number when funds permit; steps are necessary to reach the top shelves. The bar on the ground floor is outside the library theatre, and is licensed for operation by caterers when the theatre is let for 'cultural and educational activities'. The theatre seats 399 persons and is used also for weekly lunchtime music recitals organized by the library. Four meeting rooms in the building are available for letting also.

Subject departments were increased in number to coincide with occupation of the new building, dispensing with the previous division of stock by reference and lending departments. Now each department has reference and lending stock, in addition to which there are a 'popular' library and a children's library. Each department has its own staff, including subject specialists. Charging and discharging are centralized at the main entrance/exit. The subject departments and their locations are:

First floor
  Music and gramophone records
  Art library and Art exhibition room

Third floor
  Commerce
  Science and technology

Fourth floor
  Patents collection
  Social sciences

- Fifth floor
  - Language and literature
  - History
  - Geography and travel
- Sixth floor
  - Local history
  - Philosophy and religion

General periodicals and newspapers are in the reading room of the popular library, and periodicals relating to particular subjects are in the departments.

An information desk faces the entrance, with charging and discharging to one side of it. Staff at the information desk have to direct readers to the appropriate department, answer the quickest ready reference questions, and supply tourist information about the city. Returned books are moved by conveyor from the entrance to an adjoining room for carding. An admitted error in design calculations results in the carding room being too small. Staff simply arrange books there by date and carry them into another room for carding and loading onto trolleys for return to departments. This deficiency is expected to be overcome when computer charging is introduced within five years. Entrance to the art department is through an exhibition area where there is always a display. Actual art work is permitted in the art department and encouraged by the provision of easels. In addition to reading tables throughout the building, fourteen private study carrels are provided. The doors to these may be locked and keys are issued to readers doing prolonged research. A cafeteria for readers is provided on one of the middle floors, where it serves readers without attracting non-reading members of the public.

Miscellaneous details noticed were:

1. Vertical venetian blinds, which are claimed to get less dirty than the usual horizontal style;
2. Corkboard squares of about twelve inches diameter, arranged in varying quantities on walls to serve as notice boards.

Staff attending library school receive full salary and required books for two years. Despite this liberal provision the library is otherwise restricted with funds owing to political interference from a new Conservative council, particularly in cutting of the book vote which is only £30,000 for the year.

The Ingersoll Library at the Brooklyn Public Library has a stock of over 1,000,000 volumes in five subject departments, and houses administration and processing. Subject departments have reference and lending sections, with telephone inquiries centralized in a special room. The five departments are:

Art and music
History, travel, biography
Language and literature
Science and industry
Social science

In addition, there are sections for children, young teens, and audio-visual materials, as well as a reading improvement programme.

Stacks are underground. If books required are not in open access request slips are sent to the stack by pneumatic tube, and the books are returned by larger pneumatic tubes which are said to be unsatisfactory mechanically.

Camden Public Libraries, London, have two central libraries as the result of borough amalgamations which occurred in 1965. The Hampstead Central Library at Swiss Cottage houses the administration and processing of the system. It is situated in the Hampstead Civic Centre, of which the Central Library and Central Baths were opened as stage one of the project in 1964. The commemorative booklet issued at the opening records:

> The new Central Library at Swiss Cottage provides spacious lending and reference libraries on two levels. The large children's library has accommodation for children doing homework and for talks and exhibitions. Departments for philosophy and psychology, which are the two subjects in which Hampstead specializes by arrangement with the other Metropolitan Boroughs, have been established and the department for music and gramophone records extended to meet increasing demand. On the first floor there is a large exhibition foyer...
>
> From the entrance hall of the library which contains the control counters for the issue and return of books a wide staircase rises directly to the first floor level. The whole of the public areas which contain the principal accommodation of the library is planned at first and second floor levels around the exhibition foyer extending through the two floors. At either end of the first and second floors are the large lending and reference libraries. Between them are ranged off the exhibition foyer at first floor level a children's library with study room and exhibition room, a periodicals room and several work rooms. At second floor level between the two main libraries are the philosophy library, the music library and administrative offices. From the control counters in the entrance hall the public is allowed free movement within all these areas.
>
> The lending library at first floor level contains the more popular subjects and most of the books are contained on shelving on the perimeter wall. There are, however, island bookcases which serve to break up into informal seating areas. Two spiral staircases connect to a gallery at second floor level. Here the emphasis is on more serious reading and there is greater bookshelf accommodation.
>
> The reference library is similarly arranged but with the most frequently consulted reference books at first floor level. The higher level is used primarily for research and study purposes and there are separate desks for forty students, and nine carrels, which include an art carrel and a typing carrel.
>
> The music library contains a large collection of gramophone records and these

> are on open display for borrowing purposes. There are three booths which can be used for listening to records.
> In the basement of this building and extending through the ground floor is a two storey book stack to contain ultimately about 200,000 volumes. There is also a large area which is devoted to the storage of pictures...
> For the distribution of books, two electric lifts run through the various offices at different levels and to assist the elderly or disabled persons there are two passenger lifts to travel through the building.

A high percentage of the population consists of graduates, writers, artists, publishers, etc., who support the library strongly. One effect of their support is opposition to censorship. Another is the library's strong association with the arts. The Arts Centre and Children's Library in the old Hampstead central library contains both a gallery and a school for art, under the control of the library. Because the former Borough of St Pancras had a reputation for support of the arts, and its library ran a festival, Camden Public Libraries have taken over the festival and extended it to serve the whole new area. Separately, the library runs a junior arts festival. The former includes operas, symphony and choral concerts, chamber music, solo recitals, literary talks, exhibitions of arts and crafts, drama and miscellaneous events; the latter includes concerts, opera, ballet, drama, visits to museums, etc., and talks and demonstrations concerning arts and sciences. The library also maintains a large collection of paintings and prints for lending. It commissions outside experts for a year at a time to purchase paintings. The pictures may be borrowed for three months at a time. As noted previously, an extraordinary amount of business is done with the lending of sound recordings.

The Carnegie Library of Pittsburgh, as the name implies, was erected with the aid of funds donated by Andrew Carnegie. It forms part of the Carnegie Institute, which comprises the Library, a Museum of Natural History, an Art Gallery, and Music Hall. The building, erected in 1895, originally contained the lot, but was substantially enlarged in 1907 when the Library and Music Hall were left with the old portion of the building. Half of the Library's board of trustees, eighteen on the board, are also trustees of the Institute. Funds are mainly from local taxes, with assistance from subsidy and benefaction.

The library has four subject departments in addition to a general reference collection and central lending section. The subjects are art, music, local history, and science/technology. With the exception of local history the departments are divided into lending and reference sections. The strength of the science and technology department is indicated by the fact that it is a repository for atomic energy and space research agency publications: the department holds 396,000 reference and 64,000 lending volumes, 25,000 trade catalogues, etc., and receives 5,000 periodicals currently.

The Chicago Public Library was founded in 1873 with 12,000 books given by people in Great Britain who sympathized with the city because of the Great Fire of 1871. The present central library was constructed in 1897. It is now inadequate for its purposes but replacement is frustrated by sentimental regard for the old building. It houses administration, processing, and 2,000,000 books.

In addition to a children's library the building contains a popular library for adults and young adults, and numerous subject departments and special collections. Each department has a lending and a reference section. The departments and collections are:

- First [i.e., ground] floor
  - Applied science and technology department
  - Art department
  - Popular library for adults and young adults
  - Music department
  - Natural sciences and useful arts department
- Second floor
  - Thomas Hughes Room for children
  - Visual materials center
- Third floor
  - Humanities department
    - Fiction (lending) collection
    - Foreign language division
- Fourth floor
  - Education department
    - Ella Flagg Young Room
    - Adult education division
  - History and travel department
  - Newspaper service
  - Public card catalog
  - Reference department
  - Social sciences and business department

Subject departments effect liaison with the community by compilation, issue and dispatch of select accession and subject lists. They also send members of staff to address groups as required. The popular library for adults and young adults contains books on all subjects, and features a rental collection and a paperback stand.

The board of directors, nine in number, is appointed by the mayor. The acting librarian is responsible to the board. He and all other members of the staff are in the civil service, necessitating an internal examination and grading system. One proposal before the current survey of library services, organization and administration, is that the two top positions be removed from the civil service and become appointments of the board.

The Delhi Public Library was founded in 1951 by Unesco and the central government of India, and after five years became the sole responsibility of the central government. It is administered by a library board which has an office in the central library. It is the only public library in India, although there are a national library in Calcutta, a 'central library' in fifteen of the eighteen states, and in some of those fifteen states 'district libraries' as branches of the 'central library', and 'block libraries' within the districts. Some villages have book collections, but 'it is impossible for isolated libraries to function individually'. There is no definite pattern to library development. The general lack of library provision is a national problem associated with an alarming increase in population coupled with an increase in the rate of literacy. In the past twenty one years the literacy rate has increased from 11% to 30%.

Language is another fundamental problem affecting the Delhi Public Library. Stock has to be provided in six different languages, and should be provided in twenty. The four main languages are English, Hindi, Urdu and Punjabi; the two lesser languages are Sindhi and Sanskrit. There is a separate section for each on the shelves. Adult non fiction tends to be in English because of the availability of books, although more books are being published in Hindi now. There are plentiful supplies of Hindi adult fiction. Children's books are mostly available only in English: to provide them in other languages the library staff writes translations onto the English books. The high quality of the handwriting impresses as much as the size of the task. Collections are predominantly lending, and it is hoped to develop a reference collection with a new branch nearby. All stock is in open access, the exception being the extension collection used for supplying bookmobiles, deposit stations, gaol, and hospitals.

The meeting hall is heavily used for adult education and children's activities. Drama, puppetry and films are very popular.

An enclosed courtyard, covered with lawn, may be used for reading purposes. Children find this facility helpful, particularly with the overcrowding in the library and their time for reading occasioned by school classes being held in two shifts a day. Despite the heavy use being made of the library, and its crowded conditions, the government had recently proposed to take over the premises and transfer the library to a smaller building. Because of the emergency the library board cancelled plans for the director's study tour of libraries in England.

The central library of the Denver Public Library houses most of the stock of 1,100,000 volumes, 750,000 government documents, 1,914 periodicals and 114 newspapers. The library is a regional depository for U.S. government documents, a depository for United Nations and U.S. Atomic Energy Commission documents, and a depository of library materials for organizations such as the Colorado State Board of Examiners of Architects and Colorado State Board of Accountancy. Books are added to stock at the rate of 90,000 p.a.. Reference service is concentrated in the central library but there is considerable lending activity there as well. The city population has an educational standard higher than average for U.S.A., and the library system's 217,000 borrowers, re-registered annually, represent 41% of the population. Total loans in 1967 numbered 3,152,500, while 691,500 reference inquiries were dealt with.

Departments and sections of the central library are:

- First [i.e., ground] floor
  - Children's library
  - Young adult division
  - Popular library
  - Literature and history department
    - Fiction section
  - Genealogy division
  - General newspapers
  - Magazines
  - Philosophy, psychology and religion [department?]
  - Great Books, Adult Education Council
- Second floor
  - Audio-Visual Center, pictures, records, films
  - Art and music department
  - Science and engineering department
  - Sociology and business department
  - Documents division
- Third floor
  - Administration
  - Bibliographical Center for Research

Fourth floor
  Western history department
  Special collections department
  Conservation library center

The special collections department contains collections in the subjects of aeronautics, mountaineering, fine printing, etc., and rare books. An extensive file of pictures of aeroplanes is arranged under number, with a card index.

An auditorium is in the basement. Copying machines are available at several points. On the second floor are separate rooms for smoking and typing. Founded in 1889, the library claims to have organized the first open shelf system, the first children's library, and the first circulating picture collection in U.S.A.. As noted previously, the City of Stockton Library, founded in 1880, also claims the distinction of having introduced open access.

Administration of the library is vested in a library commission, appointed by the mayor, and a librarian, appointed by the commission. No one on the staff has tenure. The commission meets twice a month. Preparation of the annual budget requires estimates for a five year period.

The central library of the Edinburgh Libraries and Museums Department contains administration, processing, a lending department, a general reference collection, and four subject departments. The lending department is in two sections, for non fiction and fiction. Fiction is not included in the general reference library, and the central children's library is housed in another building nearby. The general reference library seats 120 readers, and has all but ready reference books in closed access. The four subject departments are the Edinburgh Room, Scottish library, fine art library, and music library. An inquiry office at the front of the building deals with membership applications, readers' reception, direction and service inquiries. It maintains a quick reference collection of town, business and telephone directories, timetables, and city valuation and voters' rolls.

The fine art library contains 25,000 books, of which 15,000 are available for loan, and slides and mounted illustrations which are also available for loan. Illustrations are filed in pamphlet boxes. The music library contains 40,000 volumes, most of which can be borrowed, plus sheet music filed in pamphlet boxes. The Edinburgh Room is limited to purely local material, whereas the Scottish Library deals with all other Scottish history. The 53,000 volumes of local history in the Edinburgh Room cannot be borrowed, whereas 7,000 of the 45,000 volumes in the Scottish Library can be borrowed. Extra readers' tickets may be obtained for borrowing from the subject departments.

The central library of the Enoch Pratt Free Library in Baltimore contains a popular library and five subject departments for adults' material. The popular library contains only fiction for loan. Each of the subject departments, recently reduced in number from ten to five, contains both reference and lending collections.

A telephone reference service isolates telephones and ready reference books in 'grab order', i.e., an order in which the most used books are closest to the inquiry officer's reach, regardless of normal classification. The library maintains two special collections dealing with local authors Edgar Allan Poe and Henry Louis Mencken.

Further separation of material exists because the rearrangement of subject departments was accompanied by a change in classification. In place of a special classification system used previously, the Library of Congress Classification has been adopted.

The Free Library of Philadelphia began in 1894 when George Pepper gave the city money to found a free library, in contrast with the earlier private and subscription libraries in the city. The city's board of education opened four branch libraries in an attempt to claim the bequest, but was unsuccessful, so the library began with a central library and four branches. The bequest specified that there be a board of fourteen self perpetuating directors: to these were added by the city three ex officio directors, who were the mayor, president of the city council, and president of the board of education, because of the city's own required financial contribution to maintain the library. The city also passed an ordinance setting up a second board of twenty three trustees, comprising eighteen life members, four members appointed by the mayor, and the commissioner of recreation ex officio. So the library theoretically has two boards with forty members controlling it, but in practice the number is reduced by overlapping, e.g., the officers are the same on each board.

Endowment funds are held by the board of directors. The city receives a report from the library but has no close control over it, which enables the library to function more quickly. The library keeps two sets of records for city and endowment funds, but does not separate the book collection on account of funds. Two annual budgets are prepared, one for the city and the other for the board of directors after the city appropriation is known. The board meets ten times a year, and an executive committee nine or ten times a year, on call. The board is concerned only with budgetary and general policy matters. The city handles everything for the library except finance and book purchasing. It pays accounts, effects purchases other than books, and, e.g., appoints architects. The library director would be happier if the library attended to such matters for itself. The library's own order forms are used for books, and city forms for other items. The total budget is $8,500,000 p.a., including more than $1,000,000 for book purchases.

Daily administration is entrusted to the library director, who in turn delegates authority to a deputy and associate director in ordinary circumstances, but both these positions have been vacant for some time. When they are filled the director will concern himself with personnel and processing, the deputy director with research, analysis, and district services, and the associate director with routine operations. Since a new city charter was adopted in 1952, staff have come under civil service regulations requiring them to take examinations and to conform with general city practices.

The central library houses administration, processing, reference and lending departments. The bindery is located in another building because of accommodation difficulties, and it is hoped to move circulation out soon into a downtown location, and to enlarge the central library, possibly by occupation of the identical building next door, equally unsatisfactory in design.

In addition to lending sections for children and young adults, there are subject departments for adults containing both reference and lending sections. The library is open from 9 a.m. to 9 p.m. Monday to Friday, 9 a.m. to 5 p.m. Saturday, and 2 - 6 p.m. Sunday except in summer. Layout of the building has:

Ground floor [basement]
  Children's room, including Historical collection and Illustrators' collection for use by adults
  Newspapers

First [ground] floor
  General information
  Young adults
  Fiction, including periodicals for loan
  Music, including the Drinker Library of Choral Music, the American Choral Foundation Library, and the Edwin A. Fleisher Music Collection
  Public documents

Second floor
  Card catalog
  Art
  Business, science and industry, including the Automobile reference collection

Education, philosophy and religion
Literature, including the Theatre collection [of programmes, posters and handbills]
Print and picture collection
Social science and history, including the Map collection

Third floor
Rare books

Fourth floor
Skyline room [popular works of fiction with informal reading conditions including roof terrace]
Cafeteria

Subject departments use teletype to communicate with stacks for books requested. Telephone reservations may be made and the books requested are held up to twenty four hours. In addition to coin-in-the-slot copying machines at various points, there is a vending machine from which writing paper and implements may be obtained.

The general information department handles most telephone inquiries, although some go direct to subject departments and inquiries about holdings are referred to the card catalogue section. Bibliographical aids and reference books duplicating what are held in subject departments are provided here, and are used to answer inquiries as much as possible. If necessary inquiries are referred to the subject departments. The card catalogue section is staffed continually to answer telephone inquiries about holdings and to assist readers in the use of the catalogue.

The fiction department contains English fiction, periodicals for loan, numerous paperbacks, and a small collection of popular non fiction. The non fiction is supplied by subject departments and is changed frequently.

The music department provides books, scores and librettos for borrowing, including chamber music with parts for performance; an extensive reference collection; and facilities for listening to records. The Edwin A. Fleisher Music Collection, housed in a separate room, is claimed to be the world's largest library of orchestral scores. Many original and unique scores are held, some of which have not been published. The library employs its own staff to copy scores from manuscripts and out of print material. The scores are arranged numerically, and are not listed in the catalogue but in a printed list. They are available for loan to recognized musical organizations for performances, and are lent all over the world.

The rare books department contains thirty five major collections from clay tablets to contemporary fine printing, most of which have been donated to the library.

No public funds are spent on acquisition. Access is open to the public, but the entrance door is kept locked and readers must sign the guest book whenever they enter. Most of the material is kept in locked cabinets. The original library room of a benefactor William McIntyre Elkins has been built into the department.

The children's library contains a historical collection continuing from 1837 a collection in the rare books department, and an illustrators' collection . Both special collections are used extensively by students of the Drexel Institute of Technology Library School, at which the coordinator of work with children is a part time lecturer.

The public documents department contains official publications of international, federal, state and local government bodies. None is available for loan but duplicate copies are sometimes placed in subject departments. The literature department contains all literature and language other than fiction in English. The print and picture collection includes a circulating collection of pictures on all subjects, and special collections of contemporary fine prints, Philadelphiana, greeting cards and business cards of the 19th and 20th centuries.

The Mitchell Library is the central library of the Glasgow Corporation Public Libraries. Established in 1874, it has occupied the present building since 1911 and is the largest public reference library in Scotland, with about 850,000 volumes in stock. Seriously overcrowded, it is about to gain a building extension because of the misfortune in which the adjoining concert hall was burnt out.

There are several subject departments and special collections in the Mitchell Library, and another department, the Commercial Library, is situated elsewhere in the city, in the basement below a lending branch, Stirling's Library. The library receives all H.M.S.O. publications and is a deposit library for United Nations publications and for Great Britain and U.S. patents.

The Robert Burns collection of 3,500 volumes is believed to be the largest Burns collection in existence. Other collections include Scottish poetry, with 7,500 volumes, Celtic literature, with 3,500 volumes, and the Moir collection, with 40,000 volumes. The music library contains 9,000 volumes and 24,000 vocal and instrumental scores, and includes the Kidson collection of 5,000 volumes and the Moody Manners collection of 2,900 scores. Despite the general policy of no lending, music scores are lent for orchestral performance. The Jeffrey Library is a dead collection of natural history but must be maintained by terms of its bequest: the large room housing it is used for lectures and exhibitions. The collection of over 4,000 volumes includes many rare and valuable books on ornithology, antiquities, and the fine arts.

Access to the Mitchell Library is open to all, but is controlled to prevent thefts. Any person entering passes through a turnstile and is issued with a token which he must produce to get out again. Books are mostly in closed access and readers submit request forms for the books they want. The entry token is filed with the request form while the books are being read, and returned to the reader when he surrenders and accounts for all books issued to him.

Four small study rooms are provided for readers engaged in prolonged research. Books may be kept in them indefinitely. The library's photographic section has its own microfilming equipment.

A complex of buildings known as the Brown, Picton and Hornby Libraries constitutes the central library of the Liverpool City Libraries. The names are derived from three benefactors of 1860, 1879, and 1906, and seemingly have no actual reference to the content of the buildings any more. The original Brown Library in particular suffered severe bomb damage during World War II, when 200,000 volumes were destroyed. Since then there have been reconstruction and erection of a large new building, with all buildings connected to one another. A further new building, larger still, is to be erected soon. The existing buildings suffer from a variety of designs, with different floor levels and a maze of corridors. Because of accommodation problems the central lending library, central junior library, and music and records library have to be housed elsewhere. Book storage overflows into at least three other buildings.

Within the Brown, Picton and Hornby Libraries are many departments called libraries, and collections. These are:

Commercial library and Government publications
American library
British Commonwealth library
International library
Biography library
British literature and history
Social sciences and education
Government and law
Technical library
Technical and science periodicals
Religion and philosophy library
Reference library
Arts and recreations library
Science library

Technical documents unit
Record office and local history library

The policy of providing separate departments and collections is favoured because it enables staff to become more familiar with the stock which immediately concerns them. Further departments are to be created in the new building.

Departmentalization was seen to give some curious placements of material. For instance an attempt was made to consult 'Who's who in Australia' in the British Commonwealth library before it was remembered that there was a separate Biography library; in the fruitless search it was discovered that order is broken to place geography after history in the Dewey D.C.. 'Meanjin', which might have been expected in the British Commonwealth library, was observed in the International library.

The library shelves reference and lending copies of the same book alongside one another, distinguishing the two by book plates and by call numbers in different colours. Readers are said to be taking fewer reference books to the loan charging point than they did when this practice was first introduced.

The City of London Libraries have as their central library the Guildhall Library. This is a reference library specializing in local history, with two departments. The commercial reference library is due to be moved from the central library in 1969, and the St Bride Printing Library is situated in Fleet Street. The building of the central library is now inadequate because of growth of stock. During World War II it was bombed and 20,000 books were lost; subsequently the city museum was moved out to make more room for the library. A site for a new building has been excavated and occupation of the building is scheduled for 1971. The librarian is also director of the art gallery, which contains paintings limited to the subject field of London, and which may in the future be separated from the library.

Books on most subjects are held, but in the fields of science and technology these are represented only by general manuals and encyclopaedias because other major collections exist in London. Modern fiction, verse and drama are excluded.

A special tradition of reference service exists, because when the library was refounded in 1824 it was the only reference library in London apart from the British Museum, which then had its limitations. Reference is regarded as a skilled, personalized service in which the reader can be better helped by the staff than by trying to help himself. Largely for that reason most of the stock is in closed access, even much of it which is visible in the reading room. As part of the concept of reference service, the twenty professional members of staff are freed from other duties almost entirely. For instance, the librarian and his deputy regard administrative procedures as non-professional, and retain only the oversight of matters such as budget preparation. Senior, experienced librarians are always on duty to assist readers, and training of juniors on the staff in this tradition is a daily function. Sixteen attendants do all fetching and carrying of books.

The City of London is distinctive in having considerable financial resources derived from early land holdings and gifts. 'City cash' is held as well as rate money, and the library was founded out of 'city cash' and financed by it until recently.

The Los Angeles Public Library was founded in 1872 and now has over 1,330,000 volumes in the central library, the forty two years old building of which is inadequate for proper housing of books and staff. A warehouse a few miles away is about to be utilized as a depository for about 300,000 books, and funds are being sought to erect a new central library. Public sentiment attached to the old building, however, opposes its replacement. The annual budget approximates $10,000,000. There are twelve subject departments in the central library. Further description is quoted from the library's 'General information on organization and services, 1967-1968'.

> The Los Angeles City Charter provides for a Library Department 'to manage and control the libraries, branch libraries, and reading rooms' for the City. The Los Angeles Public Library today consists of a Central Library with specialized reference and circulating book collections, administrative offices, and technical services; a Municipal Reference Library with units in City Hall, the Police Building and the Water and Power Building; community service is provided through regional branches, neighbourhood branches, and bookmobiles...
> The City Charter provides the Library Department with an annual revenue of seven cents for each $100 of all real and personal property assessed for tax purposes. Additional money is provided by the City Council from the general City funds. All money received from fines, dues, sales, gifts, etc., is retained by the Library Department.
> The expenditure of money is controlled by the Los Angeles Board of Library Commissioners. The entire Library budget, however, is subject to careful scrutiny by the City Administrative Officer who acts as the fiscal advisor to the Mayor and City Council. By Charter, the Library Department is one of several departments in the City with independent financial resources and control. However, the substantial and increasing appropriation from the City Council for library purposes has established a check on the independent nature of the department...
> The legal head of the Los Angeles Public Library is the Board of Library Commissioners. Five citizens are appointed to the Commission by the Mayor for five-year terms. All appointments must be confirmed by the City Council. The Library Commission is like other City commissions in that it has the power to 'supervise, control, regulate, and manage the department and to make and enforce all necessary desirable rules and regulations'. Since the Library Commission also has control over its own funds, the Charter gives it authority to

fix salaries, provide quarters and equipment, create necessary positions and assign duties. These actions are all subject to review by the City Administrative Officer...

The chief administrator for the Library Department is the City Librarian, appointed from a civil service test-established list. The City Librarian is responsible for carrying out the policies established by the Library Commission. The City Librarian makes reports and recommendations, and consults with the Commission on all library matters. The Assistant City Librarian works closely with the City Librarian and supervises the three main divisions (Central Library, Branches, and Technical Services). Staff officers such as the Business Manager, Personnel Officer, and Public Information Director are directly responsible to the City Librarian...

The objectives of the Los Angeles Public Library are to provide materials and services to help people fill their needs in the following areas: cultural development, conduct of practical affairs, and enjoyment of leisure time.

Cultural Objectives. Culture here refers to the development or improvement of the individual through education, either as an individual or as a member of society - society in this connection embracing relationships as narrow as those of the family and as broad as those of world citizenship. Important aspects of cultural development for which materials are provided are: keeping abreast of developments in all fields of knowledge; becoming better political and social citizens; developing creative, spiritual, and intellectual capacities; appreciating works of art and literature.

Practical Objective. The Library's role is to provide information and materials in answer to questions asked by individuals and organizations for use in the conduct of their day-to-day activities, particularly occupational and industrial activities.

Enjoyment of Leisure Time. Recreational materials having at least some permanent value are furnished. The purely trivial and ephemeral are excluded since commercial agencies furnish these on a large scale...

The Central Library is the heart of the city library system. Its services are intended chiefly for those who need more detailed or specialized material than can be furnished in branches. It also provides popular and general books for those who live or work in the downtown area. The Central Library Director supervises this operation and is directly responsible to the Assistant City Librarian. In 1964 the Central Library was renamed the Rufus B. Von KleinSmid Central Library in honor of a former Library Commissioner.

The Central Library is departmentalized by subject. There is no general reference or reading room. The Municipal Reference Department, located in the Civic Center, is considered part of Central Library for administrative purposes. The departments and their collections are briefly described in the following pages.

The Art and Music Department (2nd floor) covers all phases of art, architecture, recreation, crafts, and antiques. In the Music Room, in addition to the basic collection of books and periodicals, is a collection of scores and parts used by many orchestras in Southern California. Artists, students, teachers, lecturers, craftsmen, musicians, motion picture and radio research workers use the resources of the department. The collection of sports books is outstanding.

The Audio-Visual Department (1st floor) circulates 16mm information films on a variety of subjects. A film catalog can be purchased in the department. It maintains and circulates a large collection of mounted pictures and clippings to artists, teachers, television and motion picture studios, art groups, and fashion designers. The Library's microtext materials, except newspaper microfilm, are located here. Recordings are also circulated by this department. The record collection covers the fields of literature, social sciences, fiction, history, and language skills, as well as music for study, appreciation and enjoyment.

The Business and Economics Department (1st floor) houses the financial, statistical, and managerial aspects of business, as well as economics and transportation materials. Other popular and practical fields include accounting, advertising, trade unions, foreign trade, retailing, employment, taxation, investments, insurance, real estate, and the regulation of utilities and business. In addition to an extensive collection of city and telephone directories, the department also publishes 'Business News', a publication designed to help members of the business community make better use of the Library.

Children's Room (1st floor) houses one of the most extensive collections of books for and about children in the West. The collection includes material for children as well as reading guidance for young readers and adults working with them. A Model Library is maintained as a guide to the building of home libraries. The collection ranges from first books for the preschool child through works on a variety of subjects for junior high school students. Magazines and pamphlets relating to children are also to be found here. Teachers, advertising men, authors, illustrators and parents are among the adult users of this material.

The Fiction Department (2nd floor) contains books in English written since the Renaissance. The Department has many detailed indexes, including lists of novels by type, as well as by subjects treated in the story. All short stories in collections are indexed. The collection of Californiana in fiction is probably the most extensive of its kind. Foreign fiction in translation is well represented with an index to various translations. This department does considerable research for motion picture studios, radio and television studios, and advertising and business groups.

The Foreign Department (1st floor) contains books in 25 modern languages. The collections are especially strong in history, literature, drama, poetry, biographical material and fiction. Since few branch libraries have foreign language collections, this department does lend sample collections to branches for their use.

General Reading Services consists of five sections:

The Information Desk (2nd floor) directs readers to the proper department, assists in the use of the main catalog, furnishes bibliographic information, and answers general questions about the City and services of the Library.

The Periodical Room (1st floor) provides duplicate copies of approximately 200 popular magazine titles for home use. Additional copies of the latest issues of these magazines are available for use only in the Library. Back files of circulating magazines are maintained for four years.

The Newspaper Room (1st floor) contains current issues of approximately 85 newspaper titles from cities throughout the world as well as back issues of selected titles, either bound or on microfilm. Indexes to the New York 'Times', New York edition of the 'Wall Street Journal', and London 'Times' are available.

The Popular Library (1st and 2nd floors) is a diversified collection of books of current interest to the general reader. It includes books of historical and social significance, science, the humanities, and fiction. The collection, all in plastic covers, is on display racks in the Central Library corridors.

The Magazine Pool is a collection of magazines from the Business and Economics, History, Literature, and Social Sciences Departments. It also houses some magazines from the Art and Music Department. Magazines from all departments participating in the Magazine Pool can be obtained from any of the departments. There is a folder, 'Periodicals for Every Purpose', that can be obtained from the information desk that will help you find the material you want.

The History Department (2nd floor) contains books on history, travel, and general biography. The department includes the Mary E. Foy California Room with a rich collection of state and local history, the Map Room with a diverse collection of maps including those issued by the Army Map Service Depository, and the Genealogy Room (1st floor) with an outstanding collection of local and family history, and books on flags, heraldry and personal and family names. Each of these special rooms has a descriptive folder for those desiring more detailed information.

The Literature and Philology Department (2nd floor) contains poetry, plays, essays, literary criticism, and related material including printing, publishing, journalism, drama, creative writing, and language. The Department has English language dictionaries and encyclopedias both current and historical, some of the major foreign encyclopedia, and a comprehensive collection of dictionaries and grammars in minor foreign languages. The theater section contains the Dobinson material on theatrical performances in Los Angeles 1800-1900, which is the outstanding collection of its kind.

The Municipal Reference Department consists of three libraries located in the City Hall, Water and Power Department and Police Department. These libraries give intensive and highly specialized service to government officials and employees. All phases of municipal activities and public administration are covered.

The Philosophy and Religion Department (1st floor) includes philosophy, religion, and psychology. The philosophy books include the standard and popular, as well as reference material, on ancient, medieval and modern philosophy. Books on religion comprise the greatest part of the collection with most of these on Christianity. The Jewish and various oriental religions are well represented. Psychology books include mental health, personality, general and applied psychology, schools of psychology, and other special subjects. Besides the three major fields are allied subjects such as metaphysics, occultism, psychic phenomena, superstitions, magic, numerology, palmistry, logic, ethics, and etiquette.

The Science and Technology Department (2nd floor) has material on the pure and applied sciences, with emphasis on the applied. Mathematics, astronomy, physics, chemistry, and biology books are selected for many levels of study. The department is strong in the fields of chemical technology, geology and mining, engineering, and agriculture. There is a large collection of pamphlets and trade catalogs. More than a thousand trade, technical, and scientific journals are received and there are long back files on many periodicals. United States Government and California publications in many fields are on deposit. Publications from other Western states are collected. Material on agriculture and health is obtained from the United Nations. There are books for the layman on automobile mechanics, TV and radio repair, building, medicine, health and nutrition. The cookbook collection is extensive. The Patents Room provides the only complete file of U.S. Patent drawings and specifications and indexes in the West. A guide for users of the patent collection is available in the department. Microfilm readers are available for those making detailed patent searches.

The Social Sciences Department (2nd floor) contains material on social problems, political science, law, government, schools, teaching, vocations, and parent education. Some of the popular subjects included are foreign affairs, constitutional history, criminology, propaganda, race problems, civil service, political systems, and social customs. The Social Sciences Department is a depository for federal, state, city and United Nations documents, and the collection is particularly strong in pamphlet and periodical publications.

Luton Public Libraries have a central library erected in 1962 at a cost of £400,000 for construction only. As the River Lee flows underneath through a concrete trough, there is no basement and the building consists of three storeys plus a stack tower of nine storeys. At the insistence of the city council, much of the ground floor consists of rented shop premises, the income from which is used to help pay off the building costs. The shops are seen as a potential expansion area for the library, the total floor area of which is 16,000 square feet. At present, a bookstock of 100,000 volumes is contained in the building, and the stack area has a capacity of 200,000 volumes.

Entrance to the library is gained between the shops on one side of the building. Facing the entrance at the end of a short hall are charging and discharging counters, with a citizens' advice bureau to one side, and a book sorting room and the children's library behind. Returned books are moved from the discharging point to the sorting room by conveyor belt, and from the sorting room to the appropriate part of the building by a lift in the stack. All charging for books from the adults' and children's sections is done at the one point, by means of two Recordak cameras. Reservations and registrations are dealt with in this area. The supervisor of the area has a staff of fifteen non-professional assistants. The citizen's advice bureau is staffed by non-library local government employees. It is concerned with inquiries relating to education and training, family and personal problems, local and national reference data, property and land, etc.. Liaison is effected between it and the reference library.

Access to upper floors is by means of stairs or lift. A landing on the first floor opens into a newspaper reading room on one side, and into the adults' lending library which covers most of the floor. Entry into the lending library provides the first sight of book shelves. Prominent at the entrance is an elaborate signpost system directing readers to adult non fiction stock. The press button guide, specially devised for this library, consists of a table top display plan of the library and large letter symbols above the bookshelves. By studying the plan to learn where required book sections are, the reader may press buttons at the foot of the plan to illumine the relevant part of the plan and the corresponding symbols above the shelves. It usefulness is doubtful.

The music library is housed in a small room at the side of the lending library. It contains 3,150 records, 1,800 books and 2,300 scores. Records are filed in steel cabinets and are arranged vertically by accession number. Nine small study rooms are available to readers for a month at a time and may be booked in advance. The doors on them have glass panels in the upper half. Displays of books, photographs, etc., are prominent. Lending library stock is continued on a gallery between the first and second floors.

Luton is the home of the Vauxhall/Bedford motor industry and appropriately, the library specializes in automobile engineering. One third of the loans issued to other libraries are of car workshop manuals. Loan of manuals to individual readers is effected by means of a signed receipt instead of the normal photocharging, to provide a closer check on this material which is in heavy demand and is subject to theft and spoiling with oil and grease.

The reference library adjoins the lending library to achieve maximum integration. Book stock is selected to form a composite whole, and physical access is intended to assist use of both by the public and staff. The reference stock of 20,000 volumes is housed on the second floor which itself is only a half floor or gallery permitting visibility between the floors, and connected by stairs within the reading areas.

Special collections include a G. B. Shaw collection of 300 books, pamphlets and articles by and about Shaw, the only such collection in English public libraries, and a teachers'library of 4,500 books in the lending library gallery. Books in the teachers' library are paid for by the local education department and are available for loan to local teachers and student teachers.

The library theatre on the third floor is used for dramatic productions, film screenings, and lectures, and is available for letting. It is the only theatre in Luton suitable for live performances, and has 257 seats. An adjoining kitchen serves the theatre and the staff room.

The central library building of the Manchester Public Libraries was erected in 1934 with a dominantly circular, domed construction. The domed reading room was originally the general reference department and is now the Great Hall Library, a department in the subjects of social and historical sciences, philosophy, religion and bibliography. The other departments, situated on various floors around the Great Hall, are:

Language and literature library
Henry Watson music library
Arts library
Local history library
Jewish library
Archives department
American library
Patents and microtexts library
Scientific and technical library

Central lending library

Commercial library and information department

In addition to administrative offices and technical services departments, the central library houses and operates a library theatre, and houses the North Western Regional Library Bureau.

Each department has a separate reference and lending section. About one third of the stock is kept in the book stack and has to be obtained by submission of request slips. All departments maintain their own collections of newspaper cuttings, most extensively so in the local history library. Carrels are available for use by research students using the same material over a period: written application for them is necessary.

The stack is operated as a separate department with its own staff, attending to book requests from public departments and assisting with the preparation of book binding and repairs, and interlibrary loans. Applications for books are received from public departments in a variety of ways: gravity shute, Desk Fax, pneumatic tube, and telephone. The Desk Fax connecting the stacks with the language and literature library transmits messages in handwiriting: it has the disadvantage of communicating one way only. Books are sent to departments from the stacks by book lifts.

The language and literature library has 100,000 volumes, of which 42,000 are for loan, and about 10,000 are in foreign languages, mostly French and German. Groups of books are lent to lending libraries periodically. Sets of plays are available for loan to theatrical groups. Fiction in the lending section sometimes duplicates books in the central lending library. Sound recordings in this department are for reference only, and include language courses with listening facilities.

The Henry Watson Music Library, presented by Dr Henry Watson in 1899, is thought to be the largest music lending library in the world. It contains 260,000 items of sheet music and 107,000 books. Only 10,000 of the books are withheld from loan as reference stock. Over 200,000 items are lent from the library annually to individuals and societies. Loans include complete sets of parts of music for study and performance. Considerable photocopying of early music is done for readers and musicians.

The arts library has 40,000 reference books and 6,000 lending books in the Dewey fine arts class of 700. Loan charging is performed jointly with the Henry Wataon Music Library. The collection includes slides, old playbills and theatre programmes. A projector is provided for viewing of slides, and displays are held of books from the collection and of paintings and photographs exhibited by local adult amateur groups and schools. There is a waiting list for exhibitions.

The Jewish library is staffed by the local history library staff. It contains 5,000 volumes for loan and reference, and is arranged in three language sequences of English, Yiddish and Hebrew.

The Great Hall Library is predominantly for reference only. It includes parliamentary and United Nations collections and the deposit collections of fourteen local societies, whose members may borrow from their own society's collection. Shelves around the circular reading room walls contain 30,000 books in open access.

The American library contains books presented by the U.S. Information Service when its Manchester library was closed in 1957. The stock has been developed by Manchester Public Libraries since that date.

The scientific and technical library contains 120,000 reference books, 20,000 lending books, 1,250 periodicals received currently, over 5,000,000 patent specifications, plus standards, atomic energy documents and trade catalogues. The library is an official deposit library for the U.K. Atomic Energy Authority, U.S. Atomic Energy Commission, Atomic Energy of Canada Ltd., and Euratom. All British and some U.S. standards are received. All British, U.S., Irish and Australian patent specifications and official patent journals are received, also the patent journals of other Commonwealth countries: the patents and microtexts library is administered by the scientific and technical library.

The central lending library has a stock of 75,000 books, mostly philosophy, religion, sociology, gardening, domestic science, sport, history and fiction. Other subjects are covered as far as they are of interest to the general reader. There are also special collections dealing with librarianship and local government.

The library theatre was planned as a lecture theatre and was for a long time used only for lectures, recitals and amateur productions. Since 1947, it has been run as a professional repertory theatre with a resident company under the direction of the libraries committee. The city librarian is the managing director. The choice of plays is varied between classic and modern drama, and includes plays set for study in schools. Lectures are held in the theatre at lunch times. The theatre is almost self supporting.

The library's book vote of £130,000 obtains 100,000 books a year, and the periodical vote of £12,000 about 4,000 titles. The bindery staff of twenty one does all physical processing, repairing, and binding other than of fiction. Commercial binding of fiction is found to be cheaper and satisfactory. Since 1965, the library has not published annual reports for economic reasons, and instead has published leaflets about the departments.

The Research Libraries of the New York Public Library are mainly situated in a large building in the centre of the downtown area, while an annex several blocks away houses newspapers, patents, and subjects such as medicine that are not being developed because of the existence of specialized libraries in the city. A third unit, the Research Library of the Performing Arts, with a music division, theatre and dance collections, forms part of the Library and Museum of the Performing Arts in the Lincoln Center. The Research Libraries are financed mainly by private funds, based on the Astor, Lenox and Tilden Foundations, while only 16% of the expenditure, that incurred with building maintenance, lighting, etc., comes from public taxes. Expenditure totals $6,363,595 p.a..

Stock of the Research Libraries, as at 30 June, 1967, comprised:

3,517,260	books
805,600	pamphlets
24,405	bound volumes of pamphlets not separately catalogued
315,061	packages of unbound material
9,456,077	manuscript items
283,285	maps
80,207	reels of microfilm
110,306	phonorecords
124,105	prints
346,942	sheets of music

15,063,248 total - not including broadsides, clippings, ephemera, microcopies other than microfilm, photographs, posters and other forms of material. Some of the pamphlets counted singly are bound together in 89,077 volumes.

The central library employs a staff of 600 persons.

There are fourteen departments of special collections and subject collections in the central library. These are:

First [i.e. ground] floor

- Science and technology division
- Map division

Second floor

- Economics [and sociology] division
- Manuscript division, also on floor above
- Slavonic division

Oriental division
Jewish division

Third floor

American history and genealogy division
Arents collection
Berg collection
Art and architecture division
Prints division
Spencer collection
Rare book division
Manuscript division, also on floor below

Until 1950, books were classified by the Billings Classification; since then, fixed location has been used.

Additionally, there are four public service departments:

Stock maintenance and delivery division
Information division
Periodicals division
Reading services division

General reader services are concentrated on the third floor where there are two large reading rooms, the main card catalogue, and the information division. A large enclosed section in one of the reading rooms houses about twenty microfilm readers. Human readers are permitted to have three books at a time brought for them from the stacks, and fill in request slips for the books. They are given identification numbers for the requests and wait for the numbers to be flashed on a screen of the hospital corridor type announcing that the books are ready for collection. On submission of the request slips initially the staff record on them the number, date and time before dispatching them to the stacks by pneumatic tubes. The books reach the reading rooms by trays on conveyors. It takes from fifteen to thirty minutes to get a book from the stacks. Readers doing prolonged research may have books held aside for them in the reading rooms for several days.

The central library is open from 9 a.m. to 10 p.m. every day of the year and freely admits anyone above the age of high school students. With the expected establishment of a branch of the Research Libraries in an adjacent building soon, to serve undergraduates and others, the central library will be restricted to post-graduate research workers.

Readers are not allowed to take their own books into the library. No borrowing is permitted from the Research Libraries. However, in the basement of the central library the Branch Libraries have borrowing facilities for adults and children, including a collection of millions of mounted pictures. The pictures, incidentally, are arranged alphabetically by subject or person in folders, in open bins.

Regrouping of the subject departments in contemplated, to bring related subjects closer together and to reduce the number of departments. One of the present difficulties is that history is divided into two sections, one concerning the Americas and-the other concerning the rest of the world.

The Newcastle Upon Tyne City Libraries were in the process of moving from an old building into a new central library at the time visited. The site of the old building was needed for construction of a new road, hence the library's good fortune and the imposition of a schedule for occupation and demolition. The old building, badly overcrowded and unsuitable in design, was due to be vacated by the end of September and to be demolished immediately afterwards. A temporary passageway between the two buildings was being used in August to transfer the stock; the entire operation was being planned so as not to interfere with service to the public. Final stages of constructing the new building were proceeding as stock was being moved in.

The most striking feature of the new central library is the avoidance of subject departments previously necessitated by structural design of the old building. The only department to survive is local history because of its variety and rarity of materials. A deliberate attempt has been made to avoid the attendant costs of supporting staff in departments. Instead of departments, there is one inquiry desk at which all subject specialists are accessible, serving lending and reference demands alike.

The building has six floors. Entrance is provided from three levels, converging on the one point. The basement entrance provides for motorists and bus passengers; the ground floor entrance for pedestrians; and the first floor entrance for pedestrians from what will be a raised square over the new road with the city art gallery on the other side of the square. Entrances converge in the main hall on the ground floor, where lending services are. Stairs and lift lead to reference services on the first floor. The second and third floors contain bookstacks, with further reading rooms on the second floor and administrative offices on the third floor. The fourth floor contains the staff and store rooms and building maintenance apparatus. The basement serves miscellaneous purposes including a loading bay, lecture room and workshop area, plus accommodation for the city's schools department, not part of the library, and a future display area to be used first for rented shops.

The Ottawa Public Library has two subject departments in its central library, one for business and technology and the other for audio visual materials. Each has a lending section. The general reference department does not handle inquiries concerning the subject departments, and does not ordinarily lend material. Exceptions may be authorized in respect of little used material, and then on condition that the material is subject to immediate recall. All material not in open access, whether for reference or lending, must be applied for in writing using a printed slip provided, and unless loan is authorized the material so obtained must be returned to the staff before the reader leaves the library. Rebuilding of the central library is contemplated because of the growth of bookstocks.

The central library of Schenectady County Public Library is at present housed in an old Carnegie building that is badly overcrowded. A new $2,000,000 building is under construction and should be occupied early in 1969. Organization and layout of the library are influenced greatly by the building position and will be changed considerably when the new building is occupied. The present subject department of business and technology, for instance, will be integrated with the general reference division, and the three lending sections for adults, young adults, and children will be situated on the same floor to facilitate freer access by people of different age levels.

The total library staff of sixty eight includes twenty eight librarians. Because of the shortage of librarians, college graduates are employed as trainee librarians to work and to attend the library school at Albany. Similar practices exist in the Albany Public Library and New York State Library.

The present central library of Sheffield City Libraries was opened in 1934 and is now too small. There are 110,000 volumes in the general reference library, 70,000 in the libraries of commerce, science and technology [one department] and 15,000 volumes plus 1,000,000 manuscripts on the local history department. Some materials have to be stored in branch libraries. The central library also houses lending sections and a library theatre.

The libraries of commerce, science and technology in 1966-67 dealt with 20,244 inquiries, 14,112 of them received by telephone, compared with 9,302 inquiries received by the general reference library, 5,613 of them by telephone. Equal numbers of books were read in both sections, according to the counting of books left on the tables by readers, a method now questioned by the library. The department receives telephone inquiries in a workroom, and maintains large special indexes of trade names in steel and of trade catalogues relevant to the steel industry.

The library theatre is used for cultural and educational purposes with films, live drama, meetings etc.. The library's own film about its service was viewed there at the conclusion of the visit.

The City of Stockton Library, central library of the Public Library of Stockton and San Joaquin County, and of the 49-99 Cooperative Library System, was opened in its present premises in 1961. The building houses over 400,000 items, including 230,000 government documents. Both floors are used for reader services as well as administration and processing. Owing to the slope of the land, there are ground level entrances to both floors, in addition to which there is a staircase in the middle of the building, and lifts.

The children's section is on the lower floor, also the business and industry section for adults. On the upper floor are the main reading room for adults, a local history collection, and two meeting rooms. Each of the two sections for adults contains reference and lending collections. The business and industry section contains books from the Dewey 340's, 350's, 360's, 380's and all 600's except 610's and 640's. When another subject department becomes necessary because of size, it will be for fine arts.

There are three special collections:

1. Books for adults continuing their school education;
2. Flags possessed by California throughout its history;
3. Maps.

The flags are hung from short poles on the staircase landing between the two adults' reading rooms, where they are decorative as well as functional. The map collection, not borrowable, consists mainly of U.S. Geological Survey maps for California, neighbouring states, and Alaska, plus maps from the local history collection. Most maps are filed in horizontal cabinets, while some of the biggest are specially mounted on large screens that are hinged at the wall like pages in a book.

The library director is appointed by, and responsible to, the city manager. As noted previously, she also holds honorary appointments as county librarian for some of the other counties in the 49-99 Cooperative Library System in order that the counties may qualify for subsidy.

Reference and lending collections have been amalgamated in the central library of Toronto Public Libraries, and divided into seven subject departments. In addition, two notable collections of children's books are housed in the adjoining boys' and girls' library, and five other departments and collections are housed in various locations. Departmentalization has been forced upon the library both by the size of the stock and layout of the central library building. Accommodation problems have also caused the removal from the central library of several departments.

The general reference department is on the ground floor of the central library, with a collection of reference books, general information in all fields, periodicals, press clippings on current topics, telephone directories, and university calendars. The general information centre in this department, facing the main entrance to the library, receives most of the inquiries, whether made in person or by telephone. Some inquiries go direct to other departments and may be dealt with there if all the required information is found in the one place, or referred to the general information centre. The centre also refers some inquiries to other departments. Most of the duplication of stock that occurs in the central library is in this department, intentionally of reference books held in other departments; other duplication is minimized.

The literature and history department includes books on travel, biography, and linguistics, also periodicals, current information files, microforms and spoken records. The social sciences department includes deposit materials for Unesco and other official publications. The science and technology department includes patents, government publications, and deposit publications of Atomic Energy of Canada Ltd.. The fine art department includes material on sports and games, a circulating picture collection, private press books, and examples of fine printing. The theatre and drama department has in addition to books, periodicals and pamphlets, other material such as posters, programmes and newspaper clippings; a small theatre behind the department is used for live presentations. The Baldwin and Toronto Rooms house a department of Canadian history, including rare Canadiana.

Each department has a lending section and a reference section. Common charging points are situated at each exit of the library.

The special collections of children's books housed in the boys' and girls' library are the Osborne Collection of Early Children's Books, containing about 5,000 volumes published from 1505 to 1915, and the Lillian H. Smith Collection of children's books published after 1910. Both have research value of world renown.

The City Hall Branch of the library really contains three libraries in one: a lending branch, and two departments of the central library in the subjects of business and municipal affairs. Both these departments are discussed later in this chapter. The Languages and Literature Centre in the Parkdale Branch Library, referred to in Chapter 5, reverses the usual situation by supplying small collections of material to the central library as well as other branches. The Music Library at St Clair provides a reference and lending collection of books, periodicals and newspaper clippings on music; musical scores and records. It has listening equipment available, and a small concert hall. The Audio-Visual Service, elsewhere in the city, functions as a department of the central library.

Administratively, the Toronto Public Libraries are organized in three divisions of central library, branches and technical services. Each division has its own head and staff. Most of the 450 members of staff have tenure, but some are appointed for terms ranging from six months to three years. Appointments are renewable. Such terms are associated with pension rights: some people cannot qualify for pension contributions, and others do not wish to. The library demotes members of staff when necessary, and has a system of annual evaluation, the evaluation report being shown to the person concerned, discussed with him, and signed by him as seen.

A board of trustees, nine in number, governs the library on behalf of the city council. The mayor or his nominee is a member, three members are appointed by the council, three by the school board, and two by the separate [i.e. Roman Catholic] school board. The board of trustees meets one night a month and is concerned with general policy matter. It submits the annual estimates to the council, but once the budget has been approved the board has no further dealings with the budget. The chief librarian is chief executive officer to the board, and the assistant chief librarian is secretary/treasurer.

Westminster City Libraries have four major reference libraries, one of them being almost exclusively for reference without lending functions. That is the Central Reference Library in St Martin's Street. It badly needs a new building because the present accommodation has been outgrown.

The Central Reference Library has a bookstock of 120,000 and a staff of twenty one. The commerce and technology department is on the ground floor, general reference on the first, and the fine arts and Preston Blake Libraries are on the second floor. The library as a whole contains 220 seats for readers, and is used by 1,500 people each day in winter, and 1,200 each day in summer.

The fine arts library is heavily used. Art lecturers, students, practising artists and programme compilers for T.V. and radio are among its most regular clients. The stock of books is growing, and the colour transparencies now total 7,813. Contrary to the general policy of the Central Reference Library, transparencies are lent to colleges and other bodies and as many as 370 are borrowed each week during term times. Transparencies are filed vertically in steel cabinets and

Rogers's slide holders, i.e. suspended plastic sheets of foolscap size containing twenty four pockets per sheet. Arrangement is alphabetical by artist, and indexing is by artist and gallery. Art prints are in a suspension file, alphabetically without indexing.

There are two special collections in the Central Reference Library. The Preston Blake Library, presented by Mr Kerrison Preston in 1967, contains books on and by William Blake. The Pavlova Memorial Library, another gift, contains books on ballet.

University libraries

The Harvard University Library, Cambridge, Massachusetts, is the oldest academic library in U.S.A. and, with over 8,000,000 volumes in stock, is the largest university library in the world. It includes more than ninety units, some as far away as Florence in Italy and Fort Davis in Texas. The Harvard College Library is the core of this complex system, with the bulk of its research materials housed in the Widener Library, which is the central library of the system, and rare books and manuscripts next door in the Houghton Library. The College Library is the largest unit of the University Library and is the library of the Faculty of Arts and Sciences. It includes the Widener, Houghton and Lamont Libraries and the Fine Arts Library in the Fogg Museum, as well as thirty departmental libraries, libraries in each of the nine residential colleges, and thirty three special libraries in affiliated research institutions and centres. The system as a whole has a staff of 650 and an annual budget of $8,000,000.

Problems of size and accommodation necessitate decentralization in departmental libraries, etc., yet care is being taken to avoid fragmentation that would handicap the scholar by dispersing materials that belong together. The great size of the central research library tends to prompt the creation of more departmental libraries, and there is no intention or prospect of reducing their number. Occasional regrouping of libraries in similar subject fields occurs, as when three medical libraries were combined in the past and several science libraries will be combined in the future when a new building is constructed. Departmental libraries are the responsibility of the departments and not of the University Library. The University Library selects and hires staff for departments, but has no control over their work.

Growth presents a tremendous problem to the University Library. Most major units are pinched for space, but at Widener and Houghton the need is desperate. The Widener stack is overfull, and more space is needed for readers. In the last fifty years, the College Library's collections have nearly trebled, while the number of readers has quadrupied. Accessions by gift and exchange swell the number of books bought annually with a book budget of $1,500,000 - it is expected that 2,500,000 volumes will be added in the next decade, of which 670,000 will go to the Widener Library while only 235,000 will be transferred from Widener to other collections. Thirty years ago a similar crisis was faced, and the solution then was to construct the Houghton, Lamont and New England Deposit Libraries. The present solution is to construct an underground storage building, capable of holding 1,100,000 volumes, beneath the courtyard formed by Houghton and Lamont Libraries, the President's House, and Quincy Street.

It is interesting that the University Library does not expect great relief from technological advances. The growth problem is discussed in the 'Harvard alumni bulletin' of 30 March, 1968, where it is stated that:

> Automation will help in years to come. No matter how dramatic they may sound, however, such innovations as micro-reduction, computerization, and electronic transmission of texts are considered unlikely to have a strong effect on the Library's space needs over the coming decade. Problems of construction, installation and cost are still formidable.
>
> Moreover, it is questionable whether such technology can provide a satisfactory substitute for the time-honored technique of browsing, whereby a scholar finds unexpected related materials as he leafs through a book in hand, or notices a volume adjacent to the one he has come to consult. Often, too, the physical properties of a book supply evidence essential to research. A manuscript, an early book - even a recent publication - is more than a text that can be photographed or transmitted through computers. Like paintings, books are not always what they seem; paper, ink and binding may require subjection to critical, or even chemical, scrutiny.
>
> The Library is already benefiting from the application of automation to its cataloging, circulation, and ordering processes. Innovations in these areas give libraries and scholars the tools and the freedom to devote more of their time to the tasks of book selection and research. The Library is also producing thousands of frames of microfilm for the use of scholars elsewhere, and acquiring thousands of films to strengthen its own research collections. If microphotography had not been developed, a library like Widener would be even larger than it is. To Harvard's librarians, however, it seems unlikely that computers and photographic techniques will substantially reduce the rate of Library growth during the next decade.

The Widener Library itself has 2,500,000 volumes, many of which are stored in the New England Deposit Library. The research collection consists primarily of materials in history, the humanities and the social sciences; it includes also historical and supplementary material related to collections in other Harvard libraries. The reference desk in the Widener reading room is the centre for general information about the several libraries of the University, and for specific information concerning the services of the College Library. The union catalogue of all University Library holdings is staffed to answer questions about arrangement of entries and location of the libraries in which the books are held.

Requests for books to be brought from stack are written out on I.B.M. forms. The reader's name and address is printed on the form from the embossed reader's card. As stated earlier, staff check the loan/binding files before looking for the books on the shelves because it is quicker that way. Of special interest in the stacks is a large collection of publishers' and booksellers' catalogues dating back to the 18th century. These are arranged alphabetically on the shelves without boxing or binding, and are found to be invaluable for identification and evaluation of books.

The Houghton Library houses most of the earliest and most valuable material in the College Library. All books and manuscripts held by Harvard, unless under specific restriction, are available for use by anyone with a serious scholarly purpose. Material in Houghton is not borrowable, but usually may be reproduced by the Widener photographic division. The library reserves the right to decline to photograph any material that may be damaged in the process. The library is experiencing increasing difficulty in obtaining further rare books: it has to compete nowadays not only with the Library of Congress but with the University of Texas Library which has unlimited funds owing to the discovery of oil on two former campus sites.

The Lamont Library, the first undergraduate library in U.S.A., is intentionally limited to 150,000 volumes. It provides most of the required course materials for undergraduates, and emphasizes the ready availability of books, even to the point of having bookshelves placed between the entrance and service desk. Some of the other features of the library are a purely recreational collection for leisure reading; a poetry room with printed and recorded poetry but no criticism; and a completely open stack. There is an open reserve collection, from which books may be borrowed only overnight, and an ordinary reserve with three hour loans: overdue fines are twenty five cents a half hour, maximum $2 a day, but no overall maximum. A modified form of Dewey D.C. is used.

The John Crerar Library, Chicago, has the peculiarity of being at once a university, public and special library. Established by endowment as a public library in 1895, under the will of John Crerar, who had been one of Chicago's leading industrialists, it has always been limited in scope to science and technology because of the existence of other more general public libraries. In 1962, it became a university library also by moving into a new building on the campus of the Illinois Institute of Technology, and by accepting control of that Institute's formerly separate libraries. On top of these functions, the library offers, for sale, services to research and industry which place it in the category of a special library. As the library's endowment is not adequate to offer these services gratis, industries, agencies, and individuals reimburse the library for costs.

The building occupied by the library since its erection in 1962 has a floor area of 91,000 square feet and is already overcrowded. Bookstock numbers over 1,000,000 volumes, mostly bound periodicals, and over 12,000 serials are received currently. The two divisions of the library each have approximately one half of the stock. One division, research services, basically constitutes the original John Crerar Library and is available for reference purposes only. The other division, student services, basically constitutes the original Illinois Institute of Technology library and is available to students for borrowing as well as for research purposes. Both divisions are open to the public free of charge for reference and research.

Entrance to the library is through a front lobby on the ground floor. Public departments on this floor are photoduplication service, the Special Libraries Association Translations Center, and a small conference room. Study rooms and bookstacks are also on this floor. The study rooms are provided for research students and are paid for by companies employing the students. In some cases, the companies employ their own staff on the library premises to do research work there for the companies. Access to stack is closed, and compact storage is used there, saving 10% of the space. Books in some sections are filed on edge, on shelves ranging from the floor to the ceiling: these books have fixed location.

Most of the second [i.e., first] floor is devoted to reader services, with the student services division at one end, the research services division at the other end, and administrative offices and processing in the centre. At the top of the stairs on one side is a combined circulation and general information desk. The public catalogue and subject specialist reference librarians are between the desk and bibliography section. Placement of the information desk allows directional inquiries to be dealt with on the spot, and referral of harder inquiries to the specialists. A third level of reference service, for the hardest and longest inquiries, lies in the research information service. Students have access to both divisions for reference purposes.

The latest issues of serials are displayed in the reading rooms, and the whole stock in open access is regulated by recency, the older material being kept in closed access stacks. It is calculated that 85% of the use made of the library's materials refers to what is in open access. Use of current serials is assisted by visible indexes. Call slips for material in the stack are sent down by pneumatic tubes and the material is sent up by book lift. Material is returned to stack by a spiral gravity drop.

The research information service was established in 1947, since when acquisitions have been geared to the needs of patrons and current research trends. Almost any segment of the library collection would provide the basic resources for a special library in a limited field of science and technology. The emphasis on collecting technical reports, for instance, has led to the library's selection as one of the twelve U.S. Federal Regional Technical Report Centers. Companies commonly ask the library to undertake literature searches for them.

Another service to industry is known as the current awareness service. Organizations may receive select accession lists, have their attention drawn to particular books and periodical articles, and receive descriptions, abstracts or photocopies of relevant articles. Trade associations especially obtain abstracts in bulletin form for distribution to their members. The library itself publishes 'Crerar metals abstracts' and 'Leukemia abstracts'. It also undertakes translation of foreign scientific and technical literature. The most heavily used service of all is with photocopying, which employs seventeen persons, the greatest number in any service section of the library. Companies appreciate the services of the library so much that they commonly make donations to the library to assist in maintaining it.

The special department of the Special Libraries Association Translation Service has been maintained under contract since 1953. This cooperative service, sponsored by the Special Libraries Association, offers loans or photocopies from a collection of 80,000 translations, and a location service for other translations from catalogue records of a comparable number of translations available elsewhere.

The University of California Library, Berkeley, contains about 3,200,000 volumes and ranks sixth in size among university libraries in U.S.A., following Harvard, Yale, Illinois, Columbia and Michigan. Approximately 46,000 serials are received currently, exclusive of government documents. There are over 7,300,000 manuscripts, about 143,000 maps, 24,000 sound recordings, 424,000 microform items, 815,000 pamphlets, and extensive collections of photographs and slides in the system. The staff numbers more than 750, of whom 150 are librarians and one half are part time student assistants. In addition to the main library there are twenty branch libraries and eight special libraries. The library is currently preparing for establishment of a separate undergraduate library: a building is being erected near the main library and the reserve collection is being developed especially for this purpose.

Considerable duplication of stock occurs within the library because of the demands of undergraduates and the existence of branch libraries. Departments have the right to buy books for their branch libraries, but their attention is drawn to any order which duplicates a title available elsewhere in the library. Only with serials is stringent effort being made to avoid duplication. Book titles for undergraduate use are duplicated to a formula relating demands to the number of students. For books on two hour reserve, copies are bought at the rate of one for every twenty students. Some of the extra copies are marked as rental and income from rental books goes to purchase more books for the reserve collection. Reserve issues are for periods of two hours, one day, and seven days, varied according to the type of reader.

The main library houses the general bibliographical aids to research, the bulk of the humanities and social science collections, administration and processing. In addition to the general reference service, special services are offered by the documents department which has extensive collections of the official publications of U.S.A., state and foreign governments, and international government organizations; the map room; the newspaper and microcopy room; the rare books and special collections department; and the Bancroft Library of Californian, Western American and Colonial American history. Also in the main library are the reserve book room, humanities graduate service, and the Morrison recreational reading room.

Considerable reference work is done, mostly in telling and showing readers how to use the library and helping them to do so. Readers requesting books from stack fill in a special form and receive in exchange for the form a serial or transaction number. This number is flashed on an illuminated blinking screen when the book is ready for issue.

The library runs a daily bus service from the smaller campuses of the university at Davis and Santa Crus to bring readers and interlibrary loans to the library at Berkeley. The service is free to readers.

The University of California Library, Los Angeles, comprises a campus-wide system of libraries serving programmes of study and research in many fields. Its principal components are the University Research Library, the College Library, the William Andrews Clark Memorial Library, and fifteen branch libraries. The system is administered by the university librarian, who is responsible to the chancellor for the development and management of the campus libraries. Library policy is made in consultation with the library committee of the academic senate, of which the university librarian is a member. A library council coordinates the system of libraries in the various campuses of the university. The University Library is the twelfth largest university library in U.S.A., with a bookstock of about 2,500,000 volumes and a staff of 800 including 155 librarians and 450 part time student assistants.

The University Research Library serves the needs of faculty and graduate students in the humanities and social sciences. The building also houses administration, processing, bibliographical information services, and a union catalogue of U.C.L.A. holdings. The buildings, when completed, will be capable of holding 1,400,000 books and of seating 2,290 readers: the University Library as a whole is expected to have a collection of 3,000,000 books by 1971 when the maximum enrolment figures for this campus will have been attained.

Considerable reference work is done, one reason being that the library staff can 'get the extra squeeze out of the lemon'. Within the Research Library the reference section has the most important, most used reference books in a special enclosure behind the reference desk where their use can be controlled by recording of intramural loans for one hour intervals. Other books are arranged to give proximity to the desk in the order of the L.C. printed catalogue, the 'Cumulative book index' and other trade bibliographies, union lists of serials, the British Museum catalogue, Bibliotheque Nationale catalogue, etc., encyclopaedias, newspaper indexes, then general reference books in order of the L.C. Classification. Tabletop stands in the centre contain periodical indexes, bibliographies, telephone directories from many capital cities throughout the world, and abstracts. Atlases are on pull out flat shelves beneath, and heavy books such as dictionaries are on low revolving stands on top of the tables. Considerable duplication occurs in different parts of the library to save time and movement. Approved members of the public undertaking research are admitted because the university is provided by the state.

The Department of Special Collections is part of the Research Library temporarily housed in the Lawrence Clark Powell Library. It cares for rare books and pamphlets, manuscripts, the university archives, early maps, files of early California newspapers, and certain subject collections of books. Materials are not borrowable.

The Lawrence Clark Powell Library was the original main library building on the campus. Remodelled, it has been renamed in honour of a former university librarian and dean of the Graduate School of Library Science. It contains the College Library for undergraduates and other University Library departments and collections, some permanently and some temporarily until the building of the Research Library is completed.

The Graduate School of Library Science, U.C.L.A., is separate administratively from the University Library but effects liaison with the library for practical working purposes. At the time visited its premises were being moved from the Lawrence Clark Powell Library.

Admission to the School is on a highly selective basis. About 100 students a year are admitted, nearly all on a full time study basis. The few exceptions mostly concern the university's own library staff who may be permitted to extend the course over two years. Three degree courses are offered: Master of Library Science, Master of Science in Information Science (Documentation), and Post - Master of Library Science, Certificate of Specialization. The M.S.I.S. degree programme is open to persons who hold appropriate B.A. or B.S. degrees in other fields, such as one of the physical or biological sciences, business administration, engineering or mathematics: the purpose of this degree is to prepare information scientists for work in establishing information systems, whether in libraries or elsewhere.

The University of Chicago Library has over 2,600,000 volumes and a staff of 517. Interest in the library centres on its building programme and attitude towards centralization. A new main library is under construction and is due for occupation in mid 1969. A second new building, for science subjects, is expected after another five years. All twenty odd libraries of the university will then be combined in the two new buildings. Evidence has been collected showing, and convincing the authorities, that students' reading is not confined to single subjects however specialized their line of study may be. The evidence is so convincing that all opposition to the closing of departmental libraries has been overcome and most of the faculty now desire merging of the collections.

At present technical processes are centralized, but staffing, reader services, etc., are decentralized. Little unnecessary duplication of stock occurs. The library will retain the present stacks when the new main building is occupied, and will probably transfer to them a collection of about 300,000 little used books at present stored in a warehouse. This collection is additional to the library's holdings in the Center for Research Libraries at the edge of the campus.

The University of Glasgow Library was in the process of moving stock from the old library building into a new building when visited. Only the undergraduates' reference library in a third building was open for use.

The new building was due to be opened in October, two months later, but construction of the building was obviously not going to be completed in time, and staff, readers and builders were due to experience some temporary inconvenience. The design of the new building is distinctive: the architect was given an assignment of designing a building that would be dominant on one side of the campus without detracting from the appearance of the main, central university building. He has achieved the desired effect by arranging bookshelves and readers' seats in the central area of modular construction, and by placing lifts, toilets, and other service units in towers on the outside. The rectangular towers vary in height. Plans have gone astray in one respect, in that the expected closing of an adjoining street has not been permitted, with the result that a makeshift entrance has had to be substituted at the side instead of the front.

The university was founded in 1450 and has been associated with scholars such as Adam Smith and James Watt. The library has 110-120 branches of varying size and staffing status. It has been possible only to achieve amalgamation of some close branches in similar subject fields. Branch stock duplicates central library stock. The library also administers the Hunterian Library, valuable historically as a medical research collection, and including valuable paintings by artists such as Chardin and Rembrandt. The two archivists employed by the university are not attached to the library staff.

Other libraries

> The Folger Shakespeare Library [in Washington, D.C.], is a research institution dedicated to the advancement of learning in literature and history. It has the largest collection in the Western Hemisphere of English books printed before the middle of the seventeenth century. Almost any significant topic in the history of English civilization in the sixteenth and seventeenth centuries - that important period when England was establishing colonies in America and laying the foundations of American society - can be studied in the rare books of the Folger Library.
> The Library's name derives from the interest of Henry Clay Folger, the Founder, in William Shakespeare. He brought together the greatest collection of Shakespearian material in the world and also bought many books and manuscripts dealing with the history of Shakespeare's age.
> The Trustees of Amherst College, who administer the foundation under the terms of Mr Folger's will, took a step in 1938 which transformed the Library from a collection primarily concerned with Shakespeare into a great institute for historical research. They authorized in that year the purchase of Sir Leicester Harmsworth's magnificent collection of sixteenth and seventeenth-century books. These books, which deal with almost every aspect of the life of man, more than doubled the original collection of early books and greatly extended the Library's usefulness.

Although the library has seventy nine copies of Shakespeare's First Folio, of which only 238 copies are known to exist, the originals are rarely issued to readers, and then only in special circumstances.

Apart from people admitted to view the public exhibits, access is limited to approximately fifty readers at a time. These are admitted as readers only on proof of advanced scholarship, usually people with doctorates or working for doctorates. There is an open access collection in the main reading room, but most books are in stacks and are produced on application. The stacks are actually vaults with temperature and humidity controls, securely locked all the time. Staff entering the vaults must obtain the necessary keys and return the keys immediately after their errands are completed.

Staff are selected for their subject knowledge in the degrees they have taken, rather than for qualifications in librarianship. There are relatively few librarians on the staff.

The library building is situated alongside the annex of the Library of Congress, and just across the road from the main building of the Library of Congress.

The John Rylands Library, Manchester, also was founded by benefaction but is now sadly short of funds: staff vacancies exist which cannot be filled for lack of funds. Originally conceived as a theological library, it is now concerned with the humanities and with science historically. The collection of manuscripts and early printed books from many countries is incredibly rich. Amongst the rare and valuable items seen were clay tablets, papyrus rolls, Indonesian bark books, monastic manuscripts, a 'wicked Bible', rich illuminations, jewel bindings, and ivory covers. There are an estimated 500,000 books in stock.

The library is under the control of a board of trustees and a council of governors. Admission is free and by ticket to approved scholars.

The Scott Foresman Company Library, Winnetka, Illinois, is beautifully housed and equipped in the company's new headquarters. It contains 35,000 volumes plus audiovisual materials for the working purposes of the editorial, promotional, and accounting staff of the company, which specializes in publication of books for children and students. There is a strong collection of basic reference books, general non fiction, and children's books, Amongst the audiovisual materials are microfilm copies of periodicals such as those indexed in 'Readers' guide', and tapes used in schools. An archive of company publications is associated with the library, in addition to which the company regularly deposits its publications in the Center for Research Libraries. Readers' interests are recorded by computer to enable circulation of periodicals and referral of books, etc., to be effected.

The Smithsonian Institution Libraries, Washington, D.C., serve the Institution which is a complex of museums, art galleries, research laboratories, field explorations, and many other related activities and services. Founded on the bequest of James Smithson, it is maintained by endowments, gifts, and contracts, and functions under a board of regents responsible to the U.S. Congress. Apart from about 1,000,000 books deposited in the Library of Congress, the Institution Libraries have about 750,000 volumes. Most special subject collections are located in the immediate vicinity of the object collection to which they relate, but general reference and bibliographic tools, together with extensive interdisciplinary, peripheral, and less immediately needed materials, are kept in the central library collection. Decentralization is in large measure due to the acute lack of accommodation for a central library. Various plans have been, and are, under consideration, but until a new library building is obtained hopes to achieve more centralization of collections cannot be realized. The libraries admit anyone as a reader, provide reference service readily to anyone, and lend freely to other libraries. There are forty odd on the staff.

The Workington College of Further Education Library serves the 3,000 students and 160 members of staff of the college. The college conducts courses in various engineering and trade subjects such as commerce, nursing, cookery, retailing, transport, and purchasing. The library stock reflects the courses given. There are about 10,000 books in stock and over 200 periodicals are received currently. The library is independent from any other similar libraries and is run by the County of Cumberland. It effects cooperation with the local public library and, by agreement, admits public readers as required.

The library is open five days a week, from 9 a.m. to 7 p.m. Monday to Thursday, and from 9 a.m. to 5 p.m. on Friday. There is a staff of one librarian and a clerical assistant. The librarian is classified as a tutor librarian, for which he gets more pay, and is responsible for teaching students how to use the library. He achieves this by means of lectures, exercises, etc..

Catalogues and shelf lists

Problems of providing catalogues and shelf lists are just as great with departments of a central library as with branch libraries, and great variations in practices exist.

Some libraries provide a general catalogue and departmental catalogues. Examples are the public libraries at Birmingham, Boston, Chicago, Denver, Liverpool, Manchester, New York Research Libraries and Philadelphia; the university libraries at Harvard and the University of California at Berkeley and Los Angeles; and the Smithsonian Institution Libraries.

The Free Library of Philadelphia and Manchester Public Libraries are libraries that staff the general catalogue to answer inquiries and assist readers in its use. The former draws the staff from subject departments and the latter from the cataloguing department. The former further facilitates the staff service by having various points above the catalogue to which the telephones may be moved and plugged.

The general catalogues of the Liverpool City Libraries and Manchester Public Libraries do not show locations of books and readers have to consult staff who in turn consult other sections of the library. That at Liverpool shows on entries L for Lending and R for Reference, and includes entries for branches as well as the central library. The general catalogue in the Widener Library at Harvard University does show locations for books in the Widener, Lamont, Houghton and Fogg Libraries, but a further union catalogue for other libraries in the university merely shows the name of the holding library and not the call number.

The Brooklyn Public Library has its general catalogue in the foyer so that readers may locate titles before going to departments. Other libraries are not constructed with this end in view.

Two general or union catalogues which are admittedly not complete in respect of holdings in the departmental libraries concerned are those in the Widener Library at Harvard and the Smithsonian Institution Libraries. Historical reasons prevail at Harvard, and the practice of non library staff adding books to the shelves is the reason at the Smithsonian Institution.

A central library without a general catalogue is that of the Toronto Public Libraries. The lack is regretted and is to be rectified when possible. At present each subject department has its own dictionary catalogue and shelf list. Another central library without a general public catalogue is that of Bradford City Libraries. Staff there are expected to ring the cataloguing department for consultation of a union author catalogue where doubt exists about the location of a book. It is claimed that readers suffer little inconvenience in being directed to appropriate departments and that misdirections are minimal.

Shelf lists and general catalogues are provided in the University of California Libraries at Berkeley and Los Angeles, in the New York Public Library Research Libraries and the Smithsonian Institution Libraries. The shelf lists duplicate lists in the cataloguing departments and provide an additional subject approach to the stock. In these libraries subject departments have their own shelf lists as well.

Official catalogues, additional to public general catalogues, are kept in the cataloguing department of the University of California Library at Berkeley, the New York Public Library Research Libraries, and the Boston Public Library. That at New York lists books by author only, and is the final authority when the well worn cards in the main public catalogue cannot be deciphered. That at Boston records past holdings as well as present, and is now being reduced in size by removal of entries other than author entries.

Some libraries have language problems in the provision of catalogues. The Delhi Public Library and Singapore National Library maintain a separate catalogue for each language represented in their collections, and entries are mostly handwritten because there are no typewriters for some of the scripts. Both libraries have classified catalogues and favour Dewey D.C. because its pure numeral notation is not so easily confused with characters of the various scripts. The central catalogue in the lending section of the Singapore National Library includes entries for all books in reference and lending sections and the branches, and shows their locations: only entries for music are excluded, being contained in a separate catalogue in the music department. The National Library of Canada also has a classified catalogue on account of the bilingual problem: it is now found, however, that it is no easier to compile two subject indexes than it would be to compile two lots of subject entries. The Ottawa Public Library overcomes the bilingual problem by providing dictionary catalogues with subject headings for relevant books in either English or French and having references between both headings. The language and literature department of Manchester Public Libraries has separate classified catalogues for English and other languages in each of the reference and lending sections.

Special problems sometimes arise following a change in the system of classification used. One instance is in the University of Glasgow Library, where the Garside classification with fixed location was changed about ten years ago to the Library of Congress Classification with altered notation. At the same time a sheaf catalogue was introduced in place of the former slip catalogues in guard books with printed and typed slips. Author entries in unit slips, following the Anglo-American Code, are now used, and a separate classified catalogue is about to be introduced because it is recognized that the old belief about a scholar being familiar with the bibliography of his subject field is no longer tenable. For some time to come there will be several catalogues to consult.

Boston Public Library has begun to reorganize catalogues following a change in classification and reduction in the number of departments. Some departmental catalogues have been eliminated, and the general catalogue for 1967 onwards includes entries for lending and research collections. Call numbers in the general catalogue have not been changed as books have been reclassified, and instead lists of the reclassified books have been printed by computer, with the result that call numbers must be ascertained from the printed lists after consultation of the general catalogue.

The Smithsonian Institution Libraries a few years ago changed from five different classifications and a dictionary catalogue to the Library of Congress Classification and a divided dictionary catalogue. Library of Congress catalogue cards are now used as much as possible. Subject entries are filed in a new sequence and author entries for new or reclassified books are filed at the back of relevant drawers in the old catalogue.

In the Mitchell Library, Glasgow, books were kept by fixed location in a rough classification order up to 1915, and were listed in a dictionary catalogue of slip [guard book] form. From 1915 books have been classified by Dewey D.C., but until 1950 were shelved in fixed location without regard to classification. A printed, classified catalogue was issued for books received between 1916 and 1949. Since 1950 books have been classified and arranged by Dewey, and now the books classified between 1916 and 1949 are being lettered and interfiled with the later books. From 1950 a dictionary card catalogue has been kept, with sheets of glass over the top of the cards to prevent damage to the cards and guides, and a further printed catalogue for 1950 to 1969 is planned. The three catalogues, slip, printed, and card, have all to be consulted for the library's holdings, and locations of books received before 1950 have to be ascertained from a special record. Periodical holdings as at 1960 are listed in a separate printed catalogue. For some unknown reason which even the library thinks is peculiar books received by donation in the past have not been catalogued and have simply been stored: a collection conservatively estimated at 50,000 volumes is now being sorted and catalogued.

Incompatibility of cataloguing codes is responsible for difficulties in cataloguing provision at the National Library of Scotland. A separate catalogue has been begun to utilize 'British national bibliography' printed cards, following the Anglo-American Code, for books published in 1968 or later, while earlier books continue to be entered in an author card catalogue following the British Museum rules. The library also maintains supplementary catalogues for: the subject entries for foreign works, selective subject entries for the main reference books in the reading room, and music materials.

Further variations in catalogue provision may be seen from the following instances:

1. The Workington College of Further Education Library maintains a classified card catalogue and utilizes it in place of a shelf list;

2. The John Crerar Library has a dictionary catalogue in the students service division and a classified catalogue in the research services division;

3. The Guildhall Library, City of London Libraries, has several catalogues according to subject and type of material;

4. Luton Public Libraries break up their central catalogue physically to place parts of it on the shelves adjacent to the relevant books.

One of the Guildhall Library catalogues refers to everything other than local history material in the general reference collection, and the others to local history material: all are classified and are constructed by printing of galley sheets from which the entries are cut and pasted on cards. Luton Public Libraries file fiction entries and the classified catalogue of non fiction in parts, in drawers on the shelves: the author and subject indexes to the classified catalogue are kept intact at the entrance to the lending library.

An unusual, special catalogue is maintained in the reading room of the University of California at Berkeley. It contains all cards issued by the Library of Congress and any other library that publishes cards and deposits them at Berkeley. This depository catalogue is used by reference and cataloguing staff for bibliographical detail.

Subject headings lists are provided to assist readers with use of catalogues in the California State Library and the general catalogue in the Widener Library at Harvard University. The California State Library provides a copy of the Library of Congress list of subject headings and has relatively few subject references in the catalogues. Harvard University Library devised its own classification system and subject headings list before the Library of Congress did so.

The provision of separate catalogues in departments, additional to general catalogues for the central library as a whole, often extends to having more than one catalogue for the department. This applies frequently where there are special collections and different types of material in the department. Instances are:

1. Subject departments of Manchester Public Libraries have separate classified catalogues for reference and lending collections;

2. The special collections department of Denver Public Library has separate catalogues for collections in subjects of aeronautics, conservation, mountaineering, and fine printing, with a shelf list at the back of each catalogue showing the location of other copies in the library system so they may be used first;

3. The fine printing catalogue at Denver differs from entries in the library's general catalogue by having entries arranged first under the name of the press and then alphabetically, and by including entries such as those for pornography written by Mark Twain;

4. The University of California at Berkeley has four catalogues in the documents department for government publications of (a) California, (b) U.S.A., (c) other countries, and (d) international organizations; with entries filed under a

keyword, e.g., Department of MINES;

5. The newspapers room at Berkeley has a catalogue in which entries are arranged firstly by geographical area and secondly by alphabet;

6. Entries for music are included in a separate catalogue in the music department of the Singapore National Library, and are excluded from the general catalogue;

7. Non book materials in the special collections department of the University of California at Los Angeles have a separate catalogue additional to the catalogue for books in that department.

Some subject departments do their own cataloguing and indexing of special materials, most commonly in the subjects of local history and music. The only library seen where cataloguing is decentralized to the point of having each department do all its own cataloguing and classifying is the Mitchell Library, Glasgow. A few instances of departmental cataloguing and indexing, other than in local history, are:

1. The art library in the Edinburgh Libraries and Museums Department, maintains indexes of illustrations;

2. The music library at Edinburgh maintains extensive indexes of songs, violin music, and cello music;

3. The conservation library center in the special collections department of the Denver Public Library prepares computer indexing of its material;

4. The special collections department of the University of California Library at Los Angeles catalogues all its non book materials.

The last mentioned cataloguing practice utilizes cards on which the name of the material is printed, requiring the addition only of brief headings: the corresponding shelf list entry details the items referred to generally in the catalogue.

Service to business and industry

This section mainly concerns service involving commercial information: service with scientific and technical information has been treated generally throughout the report and specifically in Chapter 3 under the heading of Comprehensive cooperative schemes. The application of the U.S. State Technical Services Act, mentioned in Chapter I, is also relevant.

The Albany Public Library has its business collection in the John V.L. Pruyn Branch pending construction of a new central library. The collection contains books on business and economics, periodicals, telephone directories, city directories, sound recordings on subject matters, company reports, and a tax guide service. Businessmen on a mailing list are advised monthly of new accessions. Telephone directories are indexed by locality.

The commercial and patents library, a department of the central library in Birmingham Public Libraries, contains over 11,000 volumes and 600 periodicals covering commercial and economic subjects. There is an extensive range of yearbooks and directories for more than 150 countries, and an index of trade marks. The library subscribes to the 'Daily list of new companies' and the 'Exchange Telegraph (daily statistics) service'.

The commercial reference library, Guildhall Library, City of London Libraries, contains current British and overseas directories and financial yearbooks; trade, financial and provincial newspapers, and many from overseas countries; reports of British public companies and much other material of interest to investors; timetables, telegraphic codes, city and town plans, etc.. In addition to bound sets of newspapers and periodicals, notably 'The Times', 'Stock Exchange daily list', 'Financial times', etc., files of other periodicals are kept for periods of up to five years. A list of periodicals received is available. Statistical publications are supplemented by general economic handbooks, the complete series of 'Economist Intelligence Unit quarterly economic reviews', etc..

The Commercial Library of the Glasgow Corporation Public Libraries, a department of the Mitchell Library in the centre of the town, is a reference library of over 10,000 volumes including town, trade and telephone directories from Great Britain and overseas, cable codes, telegraphic addresses, maps and plans, trade catalogues, an index of manufacturers' agents, and books on all aspects of business management, financial and shipping information. The periodicals on commerce and trade received include the 'Exchange Telegraph (daily statistics) service'. The patents collection includes over 5,000,000 patents, mainly British and U.S.. A collection of basic reference books serves both the Commercial and Stirling's Library, a lending branch, on the ground floor above, and partly duplicates stock in the Mitchell Library. The two libraries have separate staff although both are housed in the one building. Back issues of serials are transferred progressively from the Commercial Library to the Mitchell Library.

The central library of Luton Public Libraries provides the Luton and District Technical Information Service to local industry from the reference and lending departments jointly. The stock of the reference department includes over 300 current directories and yearbooks, amongst which are timetables, telephone, street and trade directories; periodicals such as 'Grocer' and 'International dyer'; and British standards. A pamphlet and cuttings file is maintained to provide up to date information on aspects of commerce. Information is supplied on request; short loans of reference material are made; local firms are encouraged to arrange exhibitions in the library on topics such as industrial safety and exports; and the library publishes a bi-monthly accessions list entitled 'Business and technical bulletin'. The last mentioned is issued to 250 local firms. Stock of the lending department is used to supplement that of the reference department, and the lending department issues occasional publications such as select bibliographics and a union catalogue of 'Technical periodicals in the Luton area'. Local firms are consulted periodically about the effectiveness of the service and their suggestions for improvements are invited.

The department of business, science and technology in the Singapore National Library offers a similar service to those services already described. The only point of special interest noted there is that trade catalogues are arranged alphabetically by the name of the manufacturer, in suspended files on open shelves.

Toronto Public Libraries maintain a business reference library in the city hall branch, open from 8.30 a.m. to 8.30 p.m. Monday to Friday. The stock includes over 20,000 books, with additions being made at the rate of 2,000 a year; 500 periodicals received currently; periodical indexes, such as the 'Business periodicals index' and 'Funk & Scott index of corporations and industries'; financial and trade services such as 'The Canadian' trade index', 'Stock exchange official year-book', and telephone directories from various countries; annual reports, filing statements and prospectuses of Canadian companies; pamphlets and clippings on business subjects; and trade catalogues. The annual reports of U.S. and some Canadian companies are kept on microcards, and trade catalogues are kept on microfiche. The library receives over 36,000 readers a year and about 12,000 additional inquiries in person and by telephone: 80% of the inquiries come by telephone.

The commerce and technology library in the central reference library of Westminster City Libraries is open from 10 a.m. to 8 p.m. Monday to Saturday. Stock includes books, directories and yearbooks, government publications of Great Britain and United Nations, periodicals, indexes, abstracts, maps, timetables, town guides, British standards, and consumer guides. Patents are not held because of the proximity of the Patents Office. The number of inquiries concerning telephone directories has recently increased since the G.P.O. began to refer such inquiries to the library and is expected to increase further with the imposition on telephone accounts of charges for supply of directory information.

It was noticed that some libraries in providing a surprisingly large range of telephone directories from many countries economize by purchasing only every second edition of those directories used less frequently. For instance, directories for country districts of New South Wales are held, sometimes in the 1967 edition and sometimes in the 1968 edition.

Service to local government

Aldermen, councillors and staff of local governments themselves require information related to their duties in local government. Some public libraries provide such special library service.

The municipal reference department of the central library, Los Angeles Public Library, has three units in the civic centre: one each in the city hall, the police building and the water and power building. Their function is to provide specialized library service to Los Angeles city officials and employees, and also to serve public officials and employees of other government agencies, graduate students, and research workers. Lending is of secondary importance to reference work, literature searches, and maintenance of files of municipal documents and specialized documents. Many questions are answered for the mayor's office, the city administrative officer, city councilmen, civil service employees and others. These questions range from spelling queries to providing publications and information for very detailed and specialized research reports. Some of the searches may take months, and much of the reference work is on a 'call back' basis. The work is often reflected in the newspaper headlines reporting city activities to which the municipal reference department has contributed information. In providing these services, the facilities of the local university and special libraries as well as the central library are used frequently.

Bibliographies are often compiled in the course of answering inquiries. Periodicals are circulated to subject specialists to keep them abreast of developments in their fields. Files of subject interests are maintained for readers who wish to be informed of new publications in their professions.

General policy of the department is determined by the board of library commissioners and the city librarian. Advisory authority is exercised by administrative personnel of the water and power, and police departments. The operating expenses for the water and power library are provided by the department of water and power. Funds for the other two units come from the library budget.

The municipal reference library of the Toronto Public Libraries is open from 8.30 a.m. to 6 p.m. Monday to Friday to serve the 3,000 employees in the city hall and the general public. Each group accounts for half the use. The library forms part of the city hall branch.

The municipal reference library contains 7,000 books, both current and historical, on such subjects as urban sociology, housing, municipal finance, municipal government, traffic and transit, fire protection, water supply, and town plamning. Four thousand of these books were donated by the Bureau of Municipal Research, Toronto. Studies, reports and financial statements issued by local governments from all over the world are held, as well as accession lists and bibliographies from other municipal reference libraries. About seventy periodicals and newspapers are received currently, the newspapers being held for three months only. Complete sets of Toronto City Council minutes and estimates are kept up to date for public reference.

The extensive collection of corporation and local government reports is arranged in vertical files by the Glidden Classification. Equipment includes a microfilm reader-printer and a Xerox 914 copier.

Liverpool City Libraries provide a special information service to aldermen, councillors and staff of the city council. Bookstocks are not separated for this purpose. Two members of staff assist the local history librarian in providing the service.

The Newcastle Upon Tyne City Libraries operate a technical library in the engineering department of the city hall, with stock appropriate to the work of most departments of the city corporation. However, as the departments retain their own collections the technical library is not used as well as it should be, and is maintained in the hope that a centralized city hall collection will develop. No special financial assistance is given to the library on account of this attempted service, as the corporation already provides the whole of the library budget.

Government publications in the technical library are arranged in the order of H.M.S.O. lists, and the older issues are progressively transferred to the central library as the latest are received. A special duty of the library staff member in the library is to cut from local and national newspapers: cuttings are viewed first by the principal city officer, then mounted at the library's information desk in the city hall before being sent to the central library for inclusion in the local history collection.

The law library in the corporation's legal department at the city hall is administered by that department with only professional advice from the public library. It contains law reports and the like.

Civic information service

Several libraries in England provide a special service on behalf of their councils in supplying information about civic events, tourist attractions, etc.. In the case of Newcastle Upon Tyne and Sheffield City Libraries, at least, this service developed because of the exigencies of World War II and post war years. In all cases the information service maintains liaison with the reference department of the library.

The Newcastle Upon Tyne City Libraries run the city information service, which entails a variety of duties. Reference staff are rostered to man an information desk near the entrance inside the city hall, where general information about the city and activities within it is made available, and tickets are sold for city concerts and bus tours of historic sites. The library staff prepare the published information about the city and environs, which is distributed at the information desk and all library service points. They also arrange the bus tours, hire the guides, and arrange for the training of the guides at the University of Newcastle.

The interest and efficiency of the library's tours were experienced by the visitor when he was taken on a private evening tour personally conducted by the deputy city librarian. The latter of course is not a normal guide but as a member of the Society of Antiquaries is well able to act in that capacity. The city is rich in history, and relics to be seen include parts of the city walls built by the Romans, and the Norman keep or castle that gave its name to the city, hence indirectly to other Newcastles throughout the world.

The Sheffield City Libraries conduct a civic information service in the central library, just inside the entrance. A public relations officer and assistants, on the library staff, deal with a wide variety of inquiries concerning such matters as travel and transport at home and abroad, emigration, postal information, education, employment, civic data, local addresses, national data, local and national forthcoming events, family and personal problems, national insurance [social welfare] benefits, health and medical services, property and land, accommodation, national service, trade and manufacture. The information service prepares some of its own hand out material as well as news releases for the city council generally.

The information desk facing the entrance to the central library of Bradford City Libraries directs readers to appropriate subject departments, answers the quickest reference inquiries, and supplies tourist information for the city. Timetables, news of entertainment events, etc., are held, but hand out literature is minimal.

Camden Public Libraries provide an information service on cultural and sporting activities. In doing so they publish 'What's on in Camden: a monthly diary of local events', compiled from information supplied by local organizations.

Library science collections

Two such collections were noticed particularly. A reference collection is provided in the large staff room next to the Commercial Library, below Stirling's Library, of the Glasgow Corporation Public Libraries: spaciousness and generous seating facilities there provide good studying facilities. The staff common room in the central library of Bradford City Libraries contains a lending collection of library science books.

The Carnegie Library of Pittsburgh has established a professional library for the benefit of library staff and trustees in the district of Allegheny and northern Westmoreland Counties. It is housed in the district services office and offers books on loan for an indefinite period according to demand. The first printed catalogue, with annotation, was issued in March, 1968: it announced the creation of the collection and promised the addition of more books as the demand grew. This service is being provided by the Carnegie Library in its capacity as a district library centre with the intention of assisting trustees and the untrained staff of small libraries to improve their libraries.

At the University of Chicago Library the visitor happened to remark that the greatest rate of book losses in his library occurred with library science books. This chance remark evoked the information that the University Library lost most books to (1) divinity students, (2) library school students, (3) philosophy students. A large public library in eastern U.S.A. also reported heavy losses of books to library school students, and added that trainee policemen were among its worst offenders. Perhaps the only safe conclusion to be drawn from this information is that problems of library administration are similar in different localities.

Conclusions

Central libraries as they grow in size tend to amass special collections, either by purchase or by donation, and either in the form of books or non book materials. Donated collections sometimes must be kept separately by conditions of the gift. Non book materials are commonly placed in special service departments for ease of handling. Whatever the reason may be for having separate collections within a library, considerations arise of accommodation and staffing, and possibly of special equipment. Such considerations always warrant an evaluation of the collection's usefulness.

The division of stock into subject departments is sometimes made of necessity because of the physical limitations of the library building, and sometimes by choice because of the advantages of subject specialization on the part of library staff. Departmentalization is undoubtedly more expensive than having a general collection, while staff have a better chance of attaining familiarity with a limited subject collection than with a general collection. An effective compromise between the two positions appears to be in the arrangement of the John Crerar Library and the Newcastle Upon Tyne City Libraries in having general collections with subject specialist reference librarians on hand to assist readers as required. Both these libraries have new buildings designed for this purpose and have no need to consider splitting collections because of accommodation problems.

The additional expense incurred with subject departments occurs with accommodation, staffing and such things as lighting and cleaning. Not least of these expenses is the provision of catalogues. A department needs its own catalogue in addition to the general catalogue of the central library. The departmental catalogue duplicates entries in the general catalogue, and commonly has added to it entries containing greater detail than is required for the general catalogue. These may take the form of analytical entries, or entries in supplementary catalogues and indexes. Utility and cost are ever present considerations.

A library having departments and/or special collections generally needs a general catalogue as well as separate catalogues for each of the departmental and special collections. The general catalogue is the first record to be consulted in respect of the library's holdings and obviates a need for a thorough knowledge of the library's internal organization which cannot be expected of the reader and often is not possessed by all members of the staff. Chances of material being overlooked are too great without a general catalogue. Whether or not the general catalogue also records the holdings of branch libraries depends upon such factors as the extent to which titles are duplicated.

Building limitations in the Newcastle Public Library appear likely to cause the development of a special collection as a separate subject department. Higher establishment and operational costs will then be unavoidable. Growth of the reference library has already necessitated removal of the central lending library, and continued growth of the reference library plus growth of the City Art Gallery and the Conservatorium of Music housed in the same building of the Newcastle War Memorial Cultural Centre, have led to proposals for the rehousing of the Art Gallery and Conservatorium, and occupation of the entire building by the library.

Unfortunately the building is not designed for exclusive use as a library. The second and third floors, at present occupied by the Art Gallery and Conservatorium, are incapable of bearing the weight of bookstacks, and will be best utilized by having a local history department of the reference library on the second floor, and administrative offices plus library school on the third floor. The present economies of providing reader services in the local history collection with reference library staff will be lost, in addition to which the extra areas will entail attendant costs of supervision, cleaning, lighting, etc.. The advantages will be gained of relieving present cramped conditions for readers, staff, and library school students, and of developing subject knowledge on the part of staff in the local history department.

The general reference library will gain space for readers' seats, book storage, and work rooms. It is proposed that seating accommodation be increased from the present 120 seats that are often insufficient; that offices be joined to enlarge the staff work room; that one office be used for storage and reading of microfilm; and that three connected rooms now containing local history material be developed as a reader services section. In this section telephone inquiries would be isolated in proximity to ready reference books, the general catalogue, the district union catalogue, abstracts, indexes and bibliographies. Such an arrangement would enable the most used reference books to be placed in 'grab order' as at the Enoch Pratt Free Library, and readers to be assisted more with their use of the general catalogue.

One difficulty with this plan concerns supervision of the library entrance and provision of a baggage check room. The foyer between the entrances to the building and the reading room is a hallowed area, so that the check room will have to be inside the reading room. It should be possible to combine supervision of book movements past the entrance with baggage checking, but ways of staffing the facility without unduly increasing the number of staff are still being examined.

Service to business and industry, which is the object of subject specialization in the Newcastle Public Library, was discussed in Chapter 3 where the conclusion was reached that cooperative practices of libraries in the English Midlands warranted further emulation. Another thought arises from the practice of the Luton Public Libraries in effecting liaison with local firms to ascertain their requirements: bodies such as the chambers of commerce and manufactures could be approached in this manner, at the same time asking them to encourage use of the service by their members.

Provision of special library service to local government in New South Wales is worth considering. Some general use of public libraries is made by aldermen and council staff, and most senior council staff have collections of books and periodicals in their offices, but libraries could serve their councils more than at present. The extent of service that could be given would necessarily be related to local circumstances, but at least consideration should be given to:

1. Ordering and accessioning of books and periodicals by the library for council use, to save unnecessary duplication, to obtain appropriate discounts, and to ensure deliveries, particularly in the case of periodical issues;

2. Consolidation of office collections, to save space, to complete sets, and to extend the availability of materials;

3. Provision of reference service on matters of council interest.

Payments for books and periodicals bought on behalf of council departments should remain the responsibility of those departments.

The civic information services provided by libraries in England demonstrate the need for closer liaison between public libraries and other council departments. Libraries have great difficulty in obtaining published information such as local tourist literature, and would welcome one or two copies of each pamphlet or leaflet to include in the vertical files of each branch. As the most effective distribution medium available, they are commonly overlooked by the councils producing such literature for publicity purposes. Councils are not on their own in this regard, as other bodies such as state and federal departments, legations, embassies, and petrol companies make the same error.

The single instance afforded by the Newcastle Upon Tyne City Libraries in arranging tours of historic sites in the city is sufficient to support the policy of the Newcastle City Council, New South Wales, of fostering historical research through its public library and of erecting commemorative plaques. The programme is not yet sufficiently advanced to justify organized tours of the sites, but the future prospect is apparent.

7. ARCHIVES AND LOCAL HISTORY

Summary

Practices of the various archives and libraries visited are described from the aspect of providing and organizing local history material for research use. As archival, library, and museum materials and functions are closely related in this field no attempt has been made to separate them according to administrative bases, and all institutions visited are recorded in alphabetical order.

The Albany Public Library maintains a local history collection in competition for acquisitions with the New York State Library and the Albany Museum of History and Art. Holdings include printed books, newspaper cuttings mostly unmounted, mounted pictures, and microfilm copies of newspapers dating from 1813.

The local studies library in the Birmingham Public Libraries contains 88,000 bound volumes and 100,000 manuscripts relating to all aspects of life in the city and surrounding areas. The library is the Diocesan Record Office for Church of England parishes within the city boundary. Some council archives are already in the library and more will be transferred when space permits.

Photocopies of the British laws relating to archives in public libraries were obtained by courtesy of the Guildhall Library, London. The Parochial Registers and Records Measure of 1929 originated as a measure passed by the National Assembly of the Church of England and became law by act of the British parliament. Its intention is 'to provide for the better care of parochial registers and other records in ecclesiastical custody, and the establishment of diocesan record offices'. The clause affecting libraries says: 'The bishop of every diocese shall have power to establish a diocesan record office either at the same place as that at which the diocesan registry is situate or at some other place selected by him.' In many instances the 'some other place' is a public library.

The Local Government (Records) Act of 1962 amended various previous acts relating to the function of local authorities with respect to records in written or other form. It consolidated and clarified the powers of local authorities to acquire records by purchase or gift, and to make such records available for use.

The local history department of Bradford City Libraries is limited in scope to Bradford and immediate surroundings. All types of material is held, except museum pieces which are kept in a city museum. Archives held are not those of the city council: a city archivist not connected with the library cares for them.

The department is open to the general public without special registration, but

closed access requires submission of request forms. Material in the reading room is kept locked up and other material is in stack. The collection is mainly for reference but duplicate copies of books are kept in the workroom for loan.

Photographs are indexed and filed in envelopes in pamphlet boxes. A commercial photographer is employed to photograph views such as buildings about to be demolished. Books are arranged by Dewey. Maps are arranged in horizontal cabinets following a special arrangement utilizing for notation the first three letters of the place name, followed by the date. Pamphlets are bound and interfiled with books. Newspaper cuttings are mounted and filed (a) in boxes amongst the books if subjects are not biographical, and (b) in a special sequence of pamphlet boxes if biographical. Various indexes exist for newspaper cuttings, deeds, maps, illustrations, portraits, Yorkshire views, histories published without indexes, special collections, manuscripts, and archives.

The California section of the California State Library is open to the general public other than children: admission of high school children depends on personal assessment. Readers using the section register each day that they attend. Books are duplicated wherever possible to facilitate lending. Books that are not available for loan are kept locked up behind glass. Considerable research is done by the staff to answer correspondence.

Valuable maps are covered with plastic, not laminated. Original newspapers later than 1870 will be given away as microfilming is done. Manuscripts are enclosed in blue folders to stop the ink from fading, and acid free covers are being sought. State news in the 'San Francisco chronicle' is indexed, and an information file is maintained indexing everything found relating to California. This file contains 2,500,000 entries, but the amount of work done on it currently is dwindling as other duties intervene. An ephemeral file of leaflets is maintained, alphabetically without indexing. More important leaflets and pamphlets are catalogued and filed on the bookshelves. There are about 35,000 photographs filed in two size groups, in a vertical file where possible or, if too large, lying flat. There are three separate files in each size group, arranged in order of preference by place, person and subject. Indexes to the photographs are similarly kept. No relics are kept.

The Camden Public Libraries maintain the Keats House and Museum in Hampstead, London. The building, originally a pair of semi-detached houses known as Wentworth Place, was where the poet John Keats lived and worked during the most creative period of his life. His sitting room, and bedroom and rooms associated with his friend Charles Armitage Browne and the Brawne family, and the garden where the

'Ode to a nightingale' was written are preserved much as they were in his time. The house contains many books and records, furniture and other property of the poet. Visitors are admitted on most weekdays during the year.

The Heath Branch of the Camden Public Libraries next door contains the Keats Memorial Library of more than 5,000 volumes, a unique collection including practically every book written about Keats, his family and friends such as Byron, Coleridge, Lamb, Leigh Hunt , Shelley and Wordsworth. There are, in addition, many famous and rare editions of Keats's works covering the period from 1817 to the present time.

The Chicago Historical Society, founded in 1856, provides a library and a museum concerning the history of all U.S.A.. A board of directors is elected by the members. An employee called director is appointed for daily administration. The Society is privately endowed and has its building containing both library and museum in a public park, Lincoln Park. The endowment of $6-7,000,000 provides an annual interest that is used for operational costs. City taxes levied for park lands provide 7% of the Society's income. Rising costs render the total annual income of $500,000 insufficient, and additional income is being sought. Proposed building extensions are dependent upon the outcome of a public appeal for funds.

The director is responsible for three main departments of library, museum, and education. The library and museum share nearly equally in the budget, although the library has more staff with nine persons full time and several part time. Education is concerned mainly with school visits. Traditionally the Society stages a popular public performance in the park outside on 4 July. A typical pattern is a band performance, reading of the Declaration of Independence, and opening of the museum for inspection.

Admission to the museum is free during the week but costs fifty cents on Sundays. The wide range of objects in the museum, rated as one of the best historical museums in U.S.A., includes costumes, silverware, paintings, and memorabilia of the Chicago Fire, the last mentioned being on permanent exhibition because of public demand.

The museum follows methods of organization described in 'Museum registration methods' by Dorothy H. Dudley, Irma Begold Wilkinson, and others, revised edition published by the American Association of Museums and the Smithsonian Institution at Washington in 1968.

Accessions are fully recorded on receipt and the detail is finally typed on a specially printed sheet. Each item is given a number comprising the year and serial accession number, e.g., 1938:18. An L in front of the number denotes that it is on loan to the museum. Accession numbers are recorded on the item by means of ink or paint, and covered with spray plastic, and are recorded also on relevant records. Correspondence and information sheets relating to the identification and authentication of objects are filed by accession number in an authority file. A card catalogue, alphabetico-classed, is maintained for all items held, mainly as a working tool but available to the occasional research worker.

Objects not on exhibition are stored in areas assigned to types of object, e.g., costumes, lighting appliances. Types of storage, such as shelving, hangers, and cupboards, vary with the type of object. Costumes, for instance, are hung on coat hangers in plastic covers. The huge range of costumes dates from the 18th century to the present, and is kept up to date with samples of modern clothing presented by manufacturers and retailers, after careful screening by an advisory committee of experts who decide whether the gifts will be accepted. The costume collection is rated as the third or fourth best in U.S.A.. Storage facilities generally are overcrowded, but the separation of objects by type and specified area is clearly followed and it can be understood that the claim of rarely misplacing anything is true.

The library of the Society contains about 130,000 books and pamphlets, 6,600 volumes of newspapers, 14,000 volumes of periodicals, 675 atlases, 10,000 maps, 13,000 posters, and 1,200 linear feet of manuscripts. Fugitive material such as menus, 11,000 theatre programmes, sheet music, and business cards are held also. Files are kept up to date of newspaper clippings, obituaries, and pictures in books. Emphasis is placed on material relating to Chicago, but the environs extend to the whole of U.S.A..

> In the care of material an effort is made to steer between the niceties of the private collector and the practices of the public library: to preserve original condition, insofar as possible, yet make everything available for use. Rare books are boxed, for identification and protection, and filed in the general collection - a plan not advisable where shelves are open, but wholly satisfactory where stacks are closed. These books are labelled, not on the spine, but on the covering slipcase; others bear the standard oblong paper label, which can be soaked off without discolouring the binding. No stylus, no white ink, no shellac. On the inside, books are marked in pencil only - source, and classification number. No ink, no stamping, no embossing. For mending torn pages mipofolie or permafilm is used, or transparent paper. No Scotch tape. A preservative is used systematically on books that are bound entirely, or partly, in leather.
> Pamphlets are not considered expendible, and are neither sewed nor glued into binders. A specially-made folder is used in which there is a three-gusset pocket; the pamphlet can be slipped in and out of this pocket without injury. A program of map and broadside (poster) repair keeps pieces in good condition.

Smaller pieces have been backed with muslin and laminated; wall maps have been sectioned, and so mounted that folds are on the cloth and not on the map itself; more valuable items have been restored by an expert and mounted on linen or rag board. All fit into standard steel map cases. Illustrative material - photographs, prints, and cartoons - housed in the museum department - are cared for in much the same way.
Books are not circulated to the public, but most of them are available for interlibrary loan, and photostats, rapid-copy, xerox, photographs, and microfilm, can be had for all library and museum holdings.
The library is free to the public, and while it is patronized by the curious and the mildly interested, it is used chiefly by authors of books, writers for newspapers and periodicals, script writers, advertisers, and persons working on theses and dissertations.

Additional points of organization in the library are:

1. Broadsides and maps are filed horizontally in map cabinets, each in a folder inside a larger folder of acid free material. No size distinction is made. Arrangement is alphabetical for broadsides, by area and date for maps.
2. Pamphlets, in their special folders, are interfiled with books.
3. Newspaper cuttings are regarded as important to provide quick reference and to save wear and tear of original newspapers. Xerographic copies are now made to save mounting of the cuttings. There are separate files of cuttings and/or their copies for subjects and biography. Each file is arranged alphabetically and is not culled.
4. Maps are laminated where necessary. The library is satisfied with advice obtained about archival qualities of lamination and with its own twenty years of experience. De-acidification is considered as essential before lamination.
5. Sheet music is kept for its subject value, e.g., a commemorative song, rather than its musical quality.

In addition to the main catalogue for books and pamphlets there are separate catalogues for periodicals, manuscripts, and broadsides. The manuscripts catalogue contains annotated entries with sub-arrangement by date. The broadsides catalogue has separate sections for main entries and a date index: main entries are by title with exact copying from the original, and entries are arranged chronologically in the date index.

The western history library in the Denver Public Library is one of the four largest libraries on the subject, covering the history of an area west of the Mississippi but not bothering too much about California because of library collections there. It contains about 45,000 volumes of books, periodicals and newspapers, and includes many non book materials such as photographs, paintings and other pictures, manuscripts, private papers, maps, and microfilm. The Western Newspaper Microfilm Center within the library uses federal subsidy provided under the Library Services and Construction Act to purchase microfilm copies of western newspapers and their indexes if available. The library is especially strong on the history of the 'Wild West'.

Access to the library requires only signing of a register each day that the library is entered. All but young children are readily admitted. None of the material may be borrowed. Special application forms have to be used for access to manuscripts.

Pictures are filed alphabetically in vertical files for the most part, with larger pictures on the walls or stored flat on shelves or in map cabinets. Vertical files in larger sizes than seen in Australia permit more filing by that method than usual. Negatives of photographs are held whenever possible and are stored in numerical order on shelves. Pictures are indexed generally by subject or specifically when they are contained in albums. At one stage an index of illustrations in books was started, but this has been discontinued for staffing reasons. Manuscripts are enclosed in folders of acid free blue paper and are filed either in vertical files or in pamphlet boxes of varying sizes. Those in pamphlet boxes are referred to by the letter M over the name of the author. Microfilms are filed both in flat drawers and in pull out vertical drawers. Maps are filed variously in horizontal cabinets, deep open shelves, and in cylinders on deep open shelves. Rolling in cylinders is preferred to cutting the largest maps into sections.

The Edinburgh Libraries and Museums Department has no less than two local history libraries and five museums of local history, without, however, having archives and manuscripts which are the concern of an independent city archivist, the Scottish National Library and the Scottish Record Office. The Edinburgh Room is concerned with strictly local history of the city, while the Scottish Library nearby on the same floor is concerned with the history of the rest of Scotland: as might be imagined, the distinction between the two is not always easy to maintain. On the other hand, the two history libraries are saved the usual trouble with such libraries in having to cope with relics, which inevitably accompany documents on occasion, by sending the relics to the museums and retaining the documents: related pieces may be brought together as required for display purposes.

The Edinburgh Room contains over 23,000 books and pamphlets, 14,000 prints and other illustrations, 3,500 slides, 1,500 photographic negatives and a few films. The wealth of the collection may be gauged from the holdings of a nearly complete set of plans of Edinburgh from 1544 to date, a nearly complete file of Edinburgh newspapers from 1705, and a complete set of Edinburgh Directories from the first issue in 1773. Extensive special collections include those on R. M. Ballantyne, Sir Walter Scott and Robert Louis Stevenson, while smaller ones are devoted to Ramsay, Fergusson and Boswell. Conan Doyle is one of several authors represented through having been born in Edinburgh. Much of the collection has been the subject of bequests to the library. None can be borrowed. All is in closed access and is freely available to any reader on request.

Press cuttings are taken from all local newspapers and mounted on cartridge paper before being filed in pamphlet boxes preparatory to binding. Boxes and bound volumes of cuttings are filed together on shelves, separately from other materials. Subject indexes are compiled in sheaf form and bound volumes complete with typed indexes have entries in the catalogue. Biographical cuttings are arranged alphabetically in a vertical file. Pictures and prints are filed in classified order in two separate sequences. They are mounted on boards, indexed, and filed separately. Framed pictures are so few that they are simply piled against a wall at this stage. Books and pamphlets are interfiled on the shelves. Transparencies and glass slides are filed in drawers. Sets of maps and plans are filed horizontally in steel cabinets; single maps are mounted on linen, folded and filed in holders on shelves. The classification of maps follows a geographic division made on a master map of Edinburgh.

The Scottish Library differs from the Edinburgh Room not only in subject scope but in lending policy. A limited amount of borrowing is permitted from a partial duplicate collection of books and pamphlets kept separately for that purpose, and pictures other than prints may be borrowed. All work done with newspaper cuttings proceeds independently of similar work in the Edinburgh Room.

The five museums under the charge of the city librarian and curator have varying opening times. Admission charges are uniformly threepence per child, and for four of the museums sixpence per adult. The adult admission charge to Lauriston Castle is one shilling, while admission to the Castle grounds is threepence per person.

The Museum of Childhood in Hyndford's Close has a large collection of toys, books, costumes, pictures and other items relating to children in the past, and deals with the customs, hobbies, occupations, health, upbringing and education of children. It concerns the age from babyhood to twelve years. Some of the toys are about 4,000 years old but most of the collection dates from 1850. Special displays feature dolls and the favourite papers and journals of children.

Lauriston Castle, near Cramond on the Firth of Forth, was erected in the 16th century and had extensions added in the 19th century. It was left to the nation in 1926 with the Edinburgh Corporation as trustees, on condition that the building and grounds be maintained in good order as though the Castle were still lived in. Apart from the age of the building and the beauty of the grounds, the Victorian and Edwardian furnishings are of special interest.

Canongate Tolbooth, opposite Huntly House, is one of the attractions of the Royal Mile in Edinburgh. It was built in 1591 and served as the burgh courthouse, prison and place of punishment for over 300 years. Structural alterations were effected in 1875 and 1950. The building now contains the J. Telfer Dunbar Tartan Collection and the personal collection of Field Marshal Earl Haig, as well as other items.

Huntly House in Canongate dates from the 16th century and is as interesting for its architecture as for its contents. The contents include documents such as the National Covenant of 1638, a collection of 19th century Edinburgh glass, a collection of 18th and 19th century Scottish pottery, and reconstructions of a century old kitchen and a Leith clay pipe factory.

Lady Stair's House, in Lady Stair's Close, was built in 1622 and was presented to the Edinburgh Corporation by the Earl of Rosebery in 1907. As a museum it commemorates Robert Burns, Sir Walter Scott, and Robert Louis Stevenson.

The Glasgow Collection in the Mitchell Library, Glasgow Corporation Public Libraries, includes 20,000 books dealing with the history of the city, works by Glasgow authors, and books printed in Glasgow before 1800. Many of the books are in open access. Other material held includes directories from 1783 to the present; parochial records from the 17th century onwards; maps from the early 18th century; registers of voters from 1858; valuation rolls from 1913; 5,000 prints and photographs; programmes and playbills of theatrical productions from 1850; family papers; and special collections such as 3,500 volumes of early Glasgow printing, and 3,000 volumes and 100 prints in the Moncrieff Mitchell collection. Current newspapers are indexed and are not clipped.

Readers are admitted to the Glasgow Collection without further formality than the entry token issued to all readers entering the Mitchell Library.

The Harvard University Library administers and houses the university archives, which consist mainly of official records and publications of the university and of the students. The archives have both administrative and research value. The strong collection of materials relating to courses given over the years is of special research value. The archives are arranged in accordance with the Prussian genealogical system, utilizing a special classification based on the organization of the university.

Liverpool City Libraries have a combined record office and local history department in which the librarian in charge is also designated as archivist, and has as his deputy an archivist. All types of material excepting museum pieces are held, the city museum being situated next door. The collection relates to Liverpool and its immediate surroundings. The record office is recognized by law, so that certain local official records, such as those of courts and parishes, are held, also manorial records. Some city council records have already been passed over, and more are expected. Holdings include important private papers.

Books are arranged by Dewey with a special local extension. Pamphlets are bound and treated as books. Newspapers are bound and filed separately: they are microfilmed before binding and bound copies are not issued. Newspaper cuttings are mounted and filed alphabetically in two boxed sequences for biography and topography. They are not indexed. Volumes are bound when there is sufficient bulk on a subject. Pictures are in three series:

a. Watercolours and prints are framed in frames of uniform size except for the biggest, and filed alphabetically by subject in racks unless hung on walls around the whole library;

b. Small prints and photographs are placed in folders and filed alphabetically by subject in boxes;

c. Slides are filed in drawers alphabetically by subject and are available for loan.

A photographer is employed as required to photograph streets.

A general catalogue for book material is compiled by a member of the cataloguing staff reserved for that purpose. Separate catalogues are kept for Liverpool, Cheshire and Lancashire material. Numerous indexes are kept: for names and subjects in manuscript/archival lists, pictures, biographies, local authors, manuscript accessions, and for an old series of newspaper cuttings up to 1928. Duplicated lists are produced for manuscripts and archives.

The Guildhall Library, City of London Libraries, was re-established in 1824 as a reference library to illustrate the history and development of London. Although nominally a general reference library it is mainly concerned with local history. Emphasis has been placed on the inner city, but material has also been collected for Greater London and for the whole of England. The collection comprises printed books, manuscripts, archives, prints, paintings, drawings and maps. As a research library specializing in local history the library has its own publishing programme and publishes original research material as well as edited manuscripts. Official city archives are not held as the London Corporation has a separate archives, established before the library and housed in the same building: close liaison is maintained. Museum pieces, other than special collections, are not held as the city has a separate museum.

The manuscript collection largely comprises the archives of city parishes, wards and city guilds. These records are supplemented by the records of the diocese of London and by probate and court archives up to the year 1858 of the Archdeaconry of London and the Bishop of London's Commissary Court. Some business records are represented and there is extensive material of genealogical and topographical value. There are 40,000 manuscripts dating from the 12th century, and a similar number of prints and drawings. Paintings are held in the adjoining art gallery administered by the library, and are limited to London interest. Books include printed histories, parish registers, and the literature of heraldry. Government publications such as the House of Commons papers and the 'London gazette' are held. Maps of London date from the 16th century.

Special collections include the library of the Gardeners' Company on practical horticulture, the Clockmakers' Company Library on horology, the Cock Collection on Sir Thomas More, the Willshire collection of ancient prints illustrating the development of engraving, etc., and an extensive collection of playing cards belonging to the Company of Makers of Playing Cards. A large historical collection of clocks is on display.

Classified catalogues are maintained for the general collection and London collection. Subject entries and author indexes are in card form, while the subject index is in book form. The Dewey D.C. is used for the general collection and its catalogue, and a specially devised classification is used for the London collection and its catalogue. Both catalogues exclude entries for manuscripts, British Parliamentary papers, directories, poll books, proclamations, prints, maps and plans, and material in the separate Commercial Reference Library. These materials are catalogued and indexed separately. Readers are advised that catalogues are not complete and that they should consult the staff if material is not listed.

Materials are not borrowable and are in closed access. Readers obtain them after consultation of the catalogues and submission of request slips. After use the materials must be returned to the inquiry desk where the request slips are returned to the readers as receipts.

In the Los Angeles Public Library the Mary E. Foy California room, map room, and genealogy room are all part of the history department. The California room contains a collection of state and local history, much more valuable than the following notes suggest. Original newspapers are being discarded as they are microfilmed because of space problems and because microfilming is said to damage the original: there is no plan in California to preserve a complete file of local newspapers. Cutting of current papers is done very selectively, and little indexing is done because of lack of staff. Several large collections of photographs presented to the library are held, otherwise collecting is passive. Similarly collecting of relics, manuscripts and archives is passive. Few archives are held because of other agencies in the field.

The local history collection of the Luton Public Libraries is relatively small by English standards but enviably large by New South Wales standards where little secondary source material on local history exists. The collection of 3,500 books and pamphlets is housed in a corner of the reference library.

The Manchester Public Libraries have separate departments of local history and archives. The local history library is on the second floor and the archives department is on the mezzanine.

One of the first objects of Edward Edwards, Manchester's first librarian, was that 'of forming a collection of material relative to local history'. When the library opened in 1852 the local collection contained over 500 volumes. This collection had grown considerably by 1957 when a special local history library with its own reading room was opened in the central library. There are now over 3,000 books and pamphlets in open access, plus an uncounted number in the stacks and other departments of the central library. Other materials in the local history library include more than 55,000 photographs, engravings, aquatints, postcards, original water colours, pen and wash drawings; 3,500 slides; newspaper cuttings; maps; broadsides; parish registers; and manuscripts. The open access collection of books is divided into two sections, for reference and lending. The lending section contains duplicates of standard and available works. Slides may be borrowed also. All other materials are for reference only.

Books and pamphlets are arranged on the shelves by a special expansion of Dewey devised by the library. Pictures are arranged alphabetically in size groupings by subject, place and person: photographs are mounted and filed vertically. Two camera clubs annually record scenes designated by the librarian and the library purchases selected photographs from what they take. Newspaper cuttings are mounted and filed in boxes, in two sequences separate from other materials. Both sequences, for general subjects and for biographies, are arranged alphabetically: headings for general subjects are broad rather than specific. Maps are filed horizontally in three divisions for Manchester; Lancashire, Cheshire and other cities; and ordnance surveys of the counties. Parish registers have been microfilmed when the original has been otherwise unavailable. Manuscripts are filed in the basement strong room.

In addition to a main catalogue for the library there are numerous indexes relating to different types of material and to biography.

The archives department is recognized by the Master of the Rolls as an archive repository. It includes some of the official city archives, deeds, manuscripts, and private papers. Most of the collection is housed in the basement strong room and stacks. The reading room contains adequate lists, descriptions, etc., and calendars where applicable, plus a card index to archival lists in two sections for persons, and places and subjects. The library's rare books are made available to readers in this reading room.

The National Library of Scotland understandably possesses a wealth of material on Scottish history. The collection is confined to documents and does not extend to museum objects; any of these received with documents are transferred to a museum.

The map collection is very large and is equipped with an interesting tracing device. For the benefit of readers who may wish to copy maps a glass topped table is provided with lights beneath. Maps may be placed on this, with permission, and traced with a sheet of clear plastic between the map and tracing paper. The thickness of the plastic is determined by the known competence of the tracer.

Manuscripts, including business archives, are recorded in an accessions register on receipt, and filed by accession number pending cataloguing. Bigger collections are roughly inventoried when accessioned. Cataloguing records the names of both receiver and sender of letters. Six volumes of catalogue entries, each with its own index, have been compiled: three have so far been published and the other three are in typescript. Initially loose correspondence is kept paginated in numbered pamphlet boxes, then the contents are bound in guard books, regardless of the size and uneven value of the collections. H.M.S.O. does the binding for the library. There is no separation of boxes and bound books. Single documents are placed in cylinders or boxes and given an accession, shelving number in the ordinary sequence. Cooperation is effected with the Scottish Record Office but archival law is not retrospective in its provisions so that public documents acquired before the law was passed remain in the possession of the library.

The present manuscripts and history section of the New York State Library further demonstrates the tendency of libraries to provide separate catalogues for each type of material.

The Newberry Library in Chicago is a privately endowed public library serving reference and research purposes only. Access is restricted to holders of readers' tickets. Only the local history and genealogy section was visited.

The local history and genealogy section is very rich in resources, without including non book materials other than manuscripts. Areas of local history covered are U.S.A., Canada, England, France and Italy. A special local classification system is used, emphasizing either geographical or alphabetical sub-arrangement where appropriate. E.g., histories of U.S.A. follow a sequence corresponding to the order in which the states were founded. After the general material for the state comes the more local material.

With the exception of relatively few basic reference books in open access, books are in closed access and use of them requires submission of request slips. In addition to the general reading room and local history reading room there are a reserve reading room and private reading rooms where material may be left out undisturbed for long periods while readers are working on them. Because of staff limitations and increasing demands for genealogical information answering of such inquiries has had to be restricted. A 'Genealogy beginners manual', prepared by the custodian of the section, is issued to assist readers in doing their own research. A four volume 'Genealogical index to the Newberry Library' is available in the library and is on sale.

Donors are thanked with a specially printed letter form on which details of the gift are finely lettered instead of being typed. Another printed letter form is used to answer stock inquiries which cannot be undertaken by the library for one reason or another.

The library is unusual amongst local history libraries in avoiding a proliferation of catalogues. The view is held that there should not be several catalogues for different materials in the one library. One catalogue only is kept, in two sections. The author-title section is provided in the general reading room for the whole library, and a subject catalogue for the local history and genealogy section is provided in its reading room. A list of holdings in manuscripts is being compiled in the workroom and, when completed, will be interfiled with the subject catalogue.

The local collection of the Newcastle Upon Tyne City Libraries contains material relating to Northumberland and Durham, with particular emphasis on the city of Newcastle. Materials held include books, pamphlets, maps, manuscripts, archives, deeds, illustrations, and newspapers. Books by local authors and books about Newcastle in part are included, as well as books about other towns and cities of the same name. A special collection includes original blocks of the engraver Bewick. Museum pieces generally are held by the city museum. Archives of the Newcastle Corporation are maintained independently.

The collection is available for reference by any member of the public upon request at the general reference library. It is to remain in closed access in the new central library with one concession of admitting graduates to the local history room.

Newspapers are indexed instead of being cut. Books and periodicals are indexed as well as being catalogued. Indexes are in sections under place, subject and biography. Illustrations, including photographs, are mounted and arranged alphabetically in vertical files, with portraits separated from places. Postcards are separated from photographs of similar size and filed alphabetically by place in card drawers. Broadsides are mounted in guard books. Map series are filed flat in cabinet drawers; other maps are mounted, folded, and filed as books. There is a separate map index. Archives held are listed in 'A Short guide to the archives collection'.

The Public Archives of Canada, Ottawa, share the new National Library and Archives Building with the National Library of Canada. Administrative and technical services such as the personnel branch, accounting, binding, and photocopying are also shared with the National Library, and until June 1968 the one person was national librarian and archivist. Now there are two separate positions. Other shared facilities are a special reading room to which readers with special passes may obtain admission at any hour of the day or night; availability there of material requested between the opening hours of 8.30 a.m. and 4.55 p.m.; storage lockers; and private study rooms for prolonged research. The archives staff of 275 includes nearly seventy archivists.

The historical branch has four divisions for maps, pictures, manuscripts, and a public archives library. The largest division in terms of collections is that of manuscripts, which contains official dominion government archives, including the papers of prime ministers. The U.S. practice of establishing separate libraries and archives for papers of presidents is not favoured.

Maps and pictures are in the archives rather than the national library because of administrative history. Both collections are huge, there being, for instance, about 200,000 pictures of all kinds documenting Canadian history. Pictures are indexed, with a small photographic copy mounted on the 8" x 5" index card alongside the description. Negatives of the copy are filed to allow further copies to be made and to save the original. Indexing of pictures is in tremendous arrears. In addition to manuscripts, pictures and maps, films and tapes are held. These include recordings of oral history, but in general oral history is not favoured because of its spurious authenticity. The library is a valuable collection of Canadiana, more of which might be transferred to the national library if it were not for the fear of the two institutions becoming further separated.

The archivist has supervisory responsibility for all government department records and controls all scheduling and destruction. The programme calls for completion of scheduling by May 1969 but it is doubtful whether all departments will reach the deadline. There are two records storage buildings in centres away from Ottawa, and further regional centres are to be established. Well over 300,000 cubic feet of records are housed at Ottawa. Departments must obtain the archivist's recommendation before engaging in microfilming.

The archives maintain small branch offices in London and Paris to copy records there. As with the Australian joint copying project, the bulk of such copying has been done and search is continuing for random papers. Many of the records held at Ottawa are being microfilmed to increase their availability throughout the nation. Copies of public records may be bought, but not of private papers.

Anyone wishing to do serious historical research may use the facilities of the archives. Undergraduates are admitted if it is necessary for their studies, provided they present a letter from their professor to that effect. Researchers must sign a register of attendance when entering or leaving the building, and brief cases and parcels may be examined on leaving.

Access to all stacks is forbidden, but readers may be assisted in their use of material by reference staff in all divisions. Request forms have to be submitted for all materials including library books. In general, non archival material has to be used in the division concerned, while the archives are used in the main reading room of the manuscripts division. Archives may be kept in lockers from day to day while use of them continues. The policy is to make accessions available next to immediately. Short descriptions allowing this are given priority. Indexes to holdings, and inventories, are provided.

The building contains a cafeteria and an automated lunch room for staff and visitors. Eating and drinking elsewhere in the building are prohibited. Smoking is permitted in lobbies on each floor.

The Public Records Office, London, is responsible for preserving official records of the British government and for making them available for public consultation. The Office was established in 1850 under legislation of 1837. Records date back nine centuries. The most recent legislation of 1958 concerns national archives only, but provides for deposit of locally created records in county archives. The total staff of nearly 250 includes twenty two professionals, the head of whom is the keeper of public records.

The Office is open from 9.30 a.m. to 5 p.m. Monday to Friday, and from 9.30 a.m. to 1 p.m. on Saturday. It is closed on Sundays and public holidays. No documents can be consulted on a Saturday unless they have been ordered in advance. Access is free, upon issue of a reader's ticket valid for three years.

The main building in Chancery Row being full, repositories are used to house the surplus. Lesser used material is kept in a repository thirty five miles away, census records are kept nearby, and intermediate records are kept on the fringe of London. The furthest repository and the main Office each has about twenty five miles of shelving filled with records, and there are 1,000,000 feet of unsorted records in the intermediate repository. All records available for use, i.e., most of those at least thirty years old, are supplied in the search [reading] rooms, there being a daily delivery service from the repositories. The Office staff are justly proud of their achievement during World War II when records were supplied more or less as usual despite the storage of one third of them in the country, and frequent all night watch duty in addition to normal daily work.

Appraisal of the records is made when they are twenty five years old. Departments must consult the Office about their disposal. When the decision is made to preserve records the originating departments prepare the records complete with inventory for transfer. Four inspecting officers visit departments to maintain liaison with them. Acquisitions occur at the rate of one mile a year. Responsibility for intermediate records is shared with the originating departments.

There are four main search rooms: the round room, the rolls room, the long room, and the census room. Altogether there are seats for 165 readers and, although no seat may be reserved individually, certain places are kept for readers using large records and maps. There is limited accommodation for readers wishing to use typewriters and tape recorders. Demand has outstripped the supply of seats and, in summer when demand is highest, readers find it necessary to arrive at opening time in order to get seats.

In addition to the published 'Guide to the contents of the Public Records Office', more detailed lists and inventories are available in the search rooms. The

Office has published many calendars in the past, but staff shortages are curtailing this programme at the present time.

The Scottish Record Office contains the surviving central records, administrative and legal, of the separate kingdom of Scotland to 1707. The records of the central courts of law are continuous after 1707, the separate Scottish legal system having been specifically continued in terms of the Treaty of Union. A growing body of records of the modern Scottish departments of state is preserved in the Office. Other archives which have been accepted for preservation include local records, church records, and private muniments. Other records in London pertaining to Scotland are being microfilmed. By law public records cannot be destroyed without prior permission of the Office. Non public records are acquired by gift, often negotiated.

The Office is open from 9 a.m. to 4.45 p.m. Monday to Friday and from 9 a.m. to 12.30 p.m. on Saturday. It is closed on Sundays and certain public holidays. Access is open to any member of the public who must, however, submit a written application for any material required. Work being done for historical research, in the historical search room, involves no payment of fees, but work in the legal search room requires payment of fees for access and for copying.

Work of the Office is organized in four sections:

1. Search rooms;
2. Repository storage;
3. Publication of indexes, calendars, and guides, and reproduction of documents;
4. Records liaison with government departments, local authorities, and local groups, in the acquisition of materials.

Records are stored in separate groups, with space allowed for additions. Additional storage space is shortly to be acquired by taking over St George's Church. Documents are numbered within record groups, and the groups themselves are numbered as well. Pamphlet boxes are used for holding loose papers.

Lists of material held are available in the reference room, in the form of brief lists, inventories, and full calendars. An overall guide to the collection was published in 1905, with supplements since, and a new edition is now being compiled.

The department of local history and archives in the Sheffield City Libraries is tremendously rich in resources and has earned an international reputation for the library. A collection of Edmund Burke papers in it has attracted U.S. scholars who have been working there for the past sixteen years. The main collection of the department concerns Sheffield and environs. All kinds of material are held excepting museum pieces which are held in the city museum. The department publishes a series of local history leaflets, twelve of which have been issued so far.

Access to the department is open to the general public but requires individual application for materials. Holdings are revealed by catalogues, indexes, and calendars. In addition to a catalogue there are indexes of pictures and manuscripts. The policy of the department is to limit the number of catalogues and indexes as much as possible to reduce the amount of searching necessary.

In the field of archives the department is particularly rich. Unlike other areas in Great Britain, the West Riding of Yorkshire has no county record office and the city libraries of Leeds and Sheffield do the work of collecting archives. The South Yorkshire Committee of the National Register of Archives, based on Sheffield and supported financially by local authorities, has been responsible for the Sheffield City Libraries receiving large collections of archives and manuscripts: the libraries are an approved repository for manorial records and other kinds of records, and for the last few years have also been designated the Diocesan Record Office. Record groups held are mostly of private papers, but some of the oldest official city records are held and more are expected in the near future. Amongst the more valuable collections held are the Wentworth Woodhouse manuscripts, the Wharncliffe and Crewe muniments, and the Arundel Castle manuscripts.

Two archivists are employed on the library staff. Record groups are kept in fixed location, with types of material separated for practical convenience. Descriptive lists including calendars are published.

The picture collection contains over 21,000 photographs and prints. Postcards, slides and transparencies are filed in classified order in drawers of varying sizes. Photographic prints are accessioned in a register, mounted, classified, and filed by number in pamphlet boxes. The index to pictures generally is in two parts, alphabetical by subject on cards, and classified by subject in a looseleaf book. The slides are available for loan, and are filed in groups according to collections.

Newspaper cuttings are mounted and filed alphabetically under subject headings in a separate shelf series of pamphlet boxes. Newspapers are microfilmed before being bound.

The Public Library of Stockton and San Joaquin County has a California reference collection in a locked room with glass walls. It contains 3,000 printed books plus the publications of the Stockton City Council, but little else because the local

Pioneer Museum is active in the field of local history. The library maintains an index of local events recorded in local newspapers, but entries are now being made more selectively owing to lack of time.

The Sutro Library in San Francisco is a public library, a branch of the California State Library. It is based on the collection bequeathed, with endowment, by Adolph Sutro, a tobacconist and mining engineer. Originally it contained between 250,000 and 300,000 volumes and was the largest private library in U.S.A., and possibly in the world. Only 100,000 volumes survived the earthquake and fire that razed San Francisco in 1906. A condition of the bequest was that the library stay in San Francisco. It is now housed on the ground floor of a building within the Jesuit University of San Francisco, space being rented from the university at a nominal figure. Budgetary provision from the State Library is said to be meagre, so that few accessions are received.

There are two collections in the library. The Sutro collection proper contains about 100,000 volumes of incunabula and other books up to 1900 of general subject range but with special strengths in English literature and history. An important holding in this collection is one third of the Banks Papers, the other two thirds of which are in the British Museum and Mitchell Library, Sydney. Another special strength is in Mexican history. The second collection, of about 10,000 books, is a more modern one in the fields of genealogy, heraldry, and local history of states in the U.S.A. other than California, and of Great Britain. The local history of California generally is excluded because it is covered by the parent library at Sacramento. The family histories in the Sutro Library emphasize genealogy in a way that biographies in the State Library do not.

Any person is admitted as a reader. Opening hours are from 9 a.m. to 6 p.m. Monday to Friday, excluding state holidays. Most of the stock is in closed access, but much of the local history collection is in open access and available for loan. Considerable interlibrary lending is effected to other libraries throughout California. Signs in the library ask readers not to return books to the shelves in open access so they may be counted daily after use.

Pamphlets in the main Sutro collection are bound several to the volume and filed with books. Some periodicals in the same sequence are unbound. Worn newspaper volumes are not repaired but are retained after microfilming. Amongst the newspapers are some local ones. Banks manuscripts are laid flat, between manilla folders, on shelves in cupboards. A special numbering system is used with these manuscripts. Incunabula and other rare books are shelved flat in a special room. The Dewey Decimal Classification is used with this collection, whereas the Library of Congress Classification with special extensions and modifications is used with the local history collection. In the local history collection pamphlets are bound singly or are filed as single items within temporary hard covers. Framed coats of arms are filed flat and separately, and are uncatalogued because there are so few.

A catalogue for the whole library is arranged in dictionary order. Separate catalogues and indexes exist for genealogy, Mexican pamphlets, Book of the dead, local history material, coats of arms for local people, English pamphlets, and American pamphlets. The genealogy catalogue indexes published and unpublished works. The Book of the dead refers to San Francisco undertakers' records and the index is of entries in those records. The local history catalogue has a dual geographical and alphabetical arrangement. A shelf list for the local history collection is filed at the end of the general catalogue, whereas the shelf list for the Sutro collection is in closed access.

The Toronto City Archives house the archives and intermediate records of the Toronto City Council in the basement of the city hall. The Archives department also has responsibility for custody of the official minutes of council meetings and official by-laws, and has a strong say in the records management undertaken in the central correspondence section and in the correspondence sections of the city commissions. There is no city manager but there are seventeen commissioners and a city clerk. The city archivist, who is not attached to the staff of the Toronto Public Libraries, is qualified for his position by background in the study of history, and experience in this position and in librarianship, having formerly been deputy librarian of Dover Public Library, England.

No official city records may be disposed of without the authority of the city archivist and city auditor. When departments or commissions have records for disposal they must consult the archivist who, in conjunction with the auditor, decides what shall be kept and for how long. Storage space in offices impels departments to part with records as quickly as possible. Retention periods for the records vary. Provincial and city law does not permit microfilming of the records.

Transfer of records is effected with advance notice and use of transfer advice notices. A duplicate copy of the notice is returned to the department, with notation of location by bin number to facilitate subsequent access. Once transferred, records are under the control of the archivist, even to decision as to disposal once the retention period has elapsed.

Use is made of the transferred records by the council staff and the public. Public accessibility to types of material is determined by the originating department and archivist at the time of transfer, and is indicated by symbols placed on their containers and archival records relating to them. There is no charge made for searching and copying, only for copies which have to be certified by the city clerk.

Records are filed according to the originating department and type of material, with chronological sub-arrangement. Location is semi-fixed. Numbers in a specially devised system are used to denote both the department and type of material, the third portion of the number referring to accessibility. E.g., the number 06.01.02 signifies records of the city clerk, in administration, to be made available to all civic representatives and personnel upon written authorization of the city clerk.

To facilitate handling and preservation of records the archivist advocates standardization of stationery within the council, and exercises influence in the design of forms and the purchase of filing equipment.

The Toronto Public Libraries have one of the best collections of Canadiana and local history collections in Canada. The manuscripts and Canadiana division has in the Baldwin and Toronto collections materials of all kinds other than archives and a few relics. Holdings include newspapers and rare Canadiana.

The public are granted access to the materials on submission of request slips. The slips are used for statistical purposes. Holdings and locations are revealed by catalogues including several printed catalogues for special types of material.

Most newspapers are available on microfilm, and rare books are microfilmed to preserve the original: access to original materials is not permitted when microfilm copies are available. Maps and broadsides are classified by Dewey and filed in separate collections, in folders in horizontal map cabinets: maps are not separated by size but broadsides are. Photographs are indexed and filed by serial number in envelopes, in vertical drawers, with no size division up to foolscap size. Larger photographs are filed flat in specially made shallow drawers.

The U.S. National Archives are one of the tourist attractions in Washington, D.C., with people flocking there to view exhibits and queuing up to see such prize items as the Declaration of Independence, the Constitution of the United States, and the Bill of Rights, that are on permanent public display. The exhibition hall is open from 9 a.m. to 10 p.m. Monday to Saturday, and 1 p.m. to 10 p.m. Sunday, and is closed only on Christmas Day and New Year's Day.

The National Archives are a part of the National Archives and Records Service of the U.S. General Services Administration. In addition to supervising records management throughout the federal government, the General Services Administration operates fourteen federal records centres throughout the U.S.A. for the storage and administration of noncurrent records, most of which have only temporary value and are destroyed after stated periods of time. The National Archives are the final repository for the permanent records of the government. Four branch archives in the form of presidential libraries already exist, and two more are being prepared.

The primary function of the National Archives is to serve the government by preserving and making available records that are essential for the effective administration of the public business. They are also of inestimable value to historians. Over 550,000 requests for information from all sources are received each year.

The 900,000 cubic feet of archival records held include correspondence and other materials. These include 1,550,000 maps, 3,600,000 still pictures, 48,670,000 running feet of motion picture film, nearly 200,000 rolls of microfilm, and 34,000 sound recordings; and they range in date from 1774 to the present. Most significant records have been microfilmed and copies are available for purchase. Much of the material is contained in archival boxes, of foolscap size, about three inches thick. Groups are arranged by the number of the record group and chronologically and geographically within the groups. Additions, as they are received, are interfiled to preserve the sequences.

Access to the archives is by issue of researcher identification cards to approved persons. Original records are not normally made available when microfilm copies are available or when the information has been published. Researchers must register each day of arrival, and apply for materials required. They may be asked to acknowledge receipt of records by signature, and are responsible for all records supplied until returning them to the research room attendant. Before leaving a research room, even for a short period of time, a researcher must notify the research room attendant and place all records in their proper containers. Briefcases, notebooks, etc., may be examined when the researcher is entering or leaving. Records may be copied with permission, usually by the staff but sometimes by the researcher. Research hours are from 8.45 a.m. to 10 p.m. Monday to Friday, and 8.45 a.m. to 5 p.m. Saturday.

The National Archives Library is available to authorized researchers and to staff. The theatre is used mainly for furnishing reference services on the motion picture holdings.

The Federal Records Act of 1950 charters the National Archives to engage in records management, etc., and requires government agencies to do something about their records. The National Archives maintain a management analysis service in the creation of records to reduce and improve them. They advise on the preparation of forms, reports, and paper systems. Agencies develop schedules for the disposal of their records and the National Archives decide what is permanently valuable. The nationwide record centres provide for intermediate retention of records pending their transfer to archives or to their disposal otherwise.

One of the presidential libraries is the Harry S. Truman Library and Museum at Independence, Missouri, not far from the home of Mr Truman. The collection is based on material presented by the ex-president, and is housed and enlarged entirely by public subscription. Staff and administration are supplied by the National Archives and Records Service. The building consists of a basement and a ground floor, 600 feet long, and has 74,000 square feet of floor space. In addition to facilities for the preservation and use of papers and other historical materials, the building contains offices for the staff, a museum, a photographic laboratory, an auditorium seating 251 persons, and offices for Mr Truman and his staff.

The front portion of the building houses museum exhibits and is open to the public with an admission fee of fifty cents. Opposite the entrance is a large mural painting by Thomas Hart Benton, 'Independence and the opening of the west'. Exhibits in the lobby and adjoining rooms are some of the gifts presented to the former president by other countries, and items depicting phases of his life, even to regalia worn by him in Freemasonry.

Archives and related books are in closed access at the rear of the building where there is a reading room to which approved researchers are admitted. An estimated 8,000,000 papers are held, some of which are 'classified' and are not available for issue. To ensure their preservation they are kept in specially equipped steel and concrete stack areas in which temperature and humidity are controlled. Papers are supplemented by books, photographs, sound recordings, and motion pictures. No fee is charged for use of the archives.

The library is open from 9 a.m. to 5 p.m. Monday to Saturday, and from 2 - 5 p.m. on Sunday during winter and from 10 a.m. to 5 p.m. on Sunday during summer. The only days of closing are Christmas, New Year's, and Thanksgiving Days.

The Bancroft Library in the University of California Library at Berkeley is a special collection devoted to Californian, western American, and some Latin American history. It contains books, government publications, pictures, a few relics, manuscripts, and university archives. Most material is in closed access. Use of the collection is restricted to bona fide students such as graduates, staff, and visiting scholars.

The dictionary catalogue is supplemented by other catalogues for newspapers, maps, and manuscripts. Unbound serials are kept in pamphlet boxes. A special file of biographies for local identities, arranged alphabetically in a vertical file, was compiled in the 1920's by means of sending out questionnaires and preserving the completed forms. The few museum pieces held are mostly kept on display without being indexed.

University archives, administered by the library, are separated physically from other materials in adjoining rooms. The archival staff index local newspapers received by the library as well as university publications held in the archives. A self imposed task for one of the archivists is to collect each day student publications distributed on the campus: this is resulting in the development of a fascinating and valuable special collection within the university publications.

The archives include many pictures which are arranged by size groupings in a special classification devised for the collection. The smaller pictures are placed in vertical files, and the larger in pamphlet boxes of different sizes, stored flat. There is usually no protective sheet between mounts. Existing negatives are filed in a separate parallel order, in transparent pockets filed vertically. The few framed pictures are hung on walls without being catalogued. The tailor made classification used with pictures indicates size of the picture as well as subject in the notation, e.g., the numbers 2 and 200 denote small and large pictures of the campus grounds. The addition of an accession number gives a distinctive identification number, e.g., 2 : 25, the 25th item in class no.2.

Correspondence records are indexed fairly fully. Loose papers are placed in boxes and arranged (a) chronologically, (b) numerically by folder.

The special collections department of the University of California at Los Angeles is responsible for preserving university archives relating to that campus. Materials are numbered serially and are filed in numerous sequences under distinctive numbers, e.g., 155 scrap books and 99 pictures. Manuscripts, pamphlets, etc., are placed in manilla folders numbered according to the box they are to go into. Vertical file collections preparatory to boxing are arranged in groups such as 'Theater arts ephemera', 'Extremist literature collection', 'Miscellaneous ephemera collection', 'California ephemera'. The word ephemera refers to the style of issue and not to retention intentions.

The Westminster City Libraries have three substantial local history collections following the amalgamation of councils and libraries. That in the Buckingham Palace Road District Library is the biggest of the three and includes archives, being designated as a diocesan record office under the Parochial Registers and Records Measure [Act] of 1929. The archives/local history collection contains records of the Church of England, council archives, wills, deeds, business archives, prints, maps, etc.. A prized recent accession is the group of financial records of Fribourg and Freyer, tobacco merchants in Haymarket, dating from the mid-18th century.

Access to the collection is available to any member of the public. Registration is temporary and informal, requiring only a record of the reader's name, address and project. Material is delivered upon request to the reader in the general reading room of the library. A separate catalogue is available there, supplemented by several indexes to pictures and other materials.

Prints are filed flat in pamphlet boxes, arranged geographically. Smaller pictures are filed in drawers with size groupings. Maps and large prints are filed vertically in map cabinets made by E. N. Mason and Sons Ltd, Arclight Works, Colchester: mounts have strong top edges punched to fit over interlocking jaws on either side of the cabinet which opens outwards as required.

The local history collection in the Marylebone Road Public Library is a reference collection of printed books, again with a separate catalogue.

Conclusions

There is seemingly a strong and growing interest in local history everywhere and public libraries in New South Wales are not alone in encountering such interest. Where our libraries are at a disadvantage, however, is in having very few secondary sources available. Primary sources are unsuitable for use by children and many adults, and until the necessary research and writing are done public libraries will be unable to serve such people adequately.

The preservation of primary sources and encouragement of historical research are functions of the public library, yet are functions which some public libraries in New South Wales are unable to undertake at this stage because of preoccupation with basic services and lack of resources. The field is also one in which there is great need for cooperation and rationalization; while it is important that primary sources be preserved and not destroyed, the needs of the scholar are not well served if source material is scattered too much with consequent difficulties of access and of learning where material is held if it is held at all. Competition between neighbouring libraries for acquisitions is undesirable. With the dual objectives of preserving primary sources and of encouraging the production of secondary sources, the development of regional local history collections in New South Wales would appear to be desirable.

Local government council archives constitute an important class of primary source material with which more public libraries might be concerned. As far as is known, the Wollongong and Newcastle Public Libraries are the only two public libraries in this State yet concerned with such material.

The Local Government Act requires each council to keep for ever certain records such as minute books. Retention of these records in the council's library complies with the requirements of the Act. Other records of historical value could still be transferred to a regional local history collection.

Local history collections are the most common special collections found in libraries, and also present the most problems because of the bulk and variety of materials. The growth of collections leads to the establishment of separate departments or libraries, and sometimes to the establishment of galleries and museums. While considerations of research use, exhibitions, and storage facilities may cause the physical separation of materials, coordination of activities is desirable so that related materials may be brought together as required and subject knowledge may be utilized.

Great variety exists in the methods of handling non book materials and libraries have a choice in the methods they adopt. However, care should be taken not to create too many separate catalogues and indexes. Apart from their cost the library is doing a disservice to the reader who is more concerned with a subject than with the form in which information may appear. It is apparent that libraries have become so accustomed to associating types of materials with separate indexes that they have passed from considerations of utility to thoughtless following of customs. The ludicrousness of the position is most apparent with separate indexes relating to pictures of different sizes and methods of production. Valuable indexes may be acquired by gift, but indexes compiled in a library should be compiled in such a way that they can be merged with the catalogue or other indexes.

8. PROMOTING THE USE OF LIBRARIES

Summary

Reading is a voluntary activity which public libraries must foster in pursuit of their function as educational institutions. Conventional ways of promoting reading are discussed, including public relations and publicity, followed by the sometimes unconventional methods of U.S. 'Programs for the disadvantaged'.

The following subheadings appear in this chapter:

Need for promotion
Promotional methods
Public relations
Programmes for the disadvantaged

Need for promotion

The educational function of public libraries necessitates an active promotion of reading. Unlike schools, libraries have no compulsion regarding their use, and readers have to be attracted voluntarily. The lack of compulsion in use of public libraries is at once a drawback and an advantage, in that efforts must be made to encourage reading, and people prefer freedom of choice to compulsion. The difficulty is, however, that people often do not know what use they can make of a library and fail to derive the benefits of service provided for them. If they think of the library at all, many have misconceptions regarding it. A common misconception is that public libraries exist solely for recreational purposes; consequently the informational application of libraries to everyday life is not always appreciated. For such reasons work in a public library requires a missionary zeal in addition to professional competence in matters of materials selection, organization, and use.

Promotional methods

The first and most essential requirement in the promotion of library service is that the standard of *service* be as high as possible. Readers are attracted to libraries by the books, staff and buildings that are the ingredients of service. Sometimes the library building may not be all that is desired, but there is little excuse for shortcomings in bookstock and staff. Selection and physical maintenance of the stock are at least as important as quantities which are controlled by the limitations of available finance, and personal qualities of the staff are as important as their education and training. The physical environment of a library collection has much to do with the attraction of readers, but without the right qualities in stock and staff a library cannot be successful. With suitable ingredients library service will in large measure speak for itself and succeed in the objective of encouraging reading. Unless service can be given promotional efforts are useless.

Some of the methods used in an attempt to stimulate borrowing from public libraries, by the arrangement of books, were discussed in Chapter 5. A cautionary word here, however, is that quantity of loans should not be confused with quality of service. It is easier to lend books possessing only ephemeral value than books serving the educational purpose of the library. By the same token bookmobiles are sometimes used as a 'hot cake' method of boosting loan issues with dubious statistical value. With this reservation, devices such as those mentioned earlier can be employed in public libraries with worthwhile results.

Book displays are used with great advantage in some libraries. The best known example of such displays occurs with the Enoch Pratt Free Library in Baltimore. This was the first library to feature external show windows equivalent to shop windows. Windows are dressed expertly and attractively and are quite striking: they feature various subjects including local authors and their works, and are usually related to activities and organizations of the city. Displays are changed every four weeks. They are photographed and copies of the photographs are sent to everyone assisting or otherwise involved. Within the library the foyer and reading areas feature further displays in a seemingly casual arrangement of books on trolleys and shelves, calculated to tempt people into borrowing whether or not that was their intention. Displays are sometimes arranged away from the library, for instance, at the conference of the American Library Association when it was held at Baltimore. Jackets used in displays are held for indefinite periods in shelf list order.

Each department of the Chicago Public Library organizes its own monthly displays which are well received by the public. The art department, for example, conducts such successful and good displays that local artists compete for inclusion of their work. Corridor displays in this library are organized by the library's public relations officer, who also achieves some coordination of the displays in departments.

The art department of the Bradford City Libraries has similar success with continuous displays of art at the entrance to the department. Displays of books, photographs, etc., are prominent in the Luton Public Libraries. The Kingstanding Library, Birmingham, makes a special feature of displaying the creative work of local schoolchildren, in writing, art, and needlework; it also has a special noticeboard for use by local organizations in advertising their cultural activities. Art exhibitions are arranged in the Public Library of Stockton and San Joaquin County.

Signs and posters may accompany displays of library materials. To be effective they must be well done and not bear the marks of amateurism which have the opposite effect to that desired, comparable with the lettering on the spines of books. Some libraries, such as Luton Public Libraries, Bradford City Libraries, Denver Public Library, the Enoch Pratt Free Library, the Free Library of Philadelphia, and the Mohawk Valley Library Association, employ their own signwriters or display artists. Some silkscreen printing is done on the premises of the Free Library of Philadelphia, while some printing is sent out to be done commercially. The Glasgow Corporation Public Libraries, as mentioned previously, have a machine that permits almost any member of the staff to produce posters, notices, guides and shelf labels of good quality.

The device of accession lists, usually associated with special libraries, is sometimes employed by public libraries. Departments of the Chicago Public Library use these to good advantage, sending lists to groups on regular mailing lists. Other instances have been noted in respect of the John V. L. Pruyn Branch of Albany Public Library, the John Crerar Library, Luton Public Libraries, and cooperative library services in the English Midlands. Also noted before is the practice of the Ross Barnum Library, Denver, of displaying an accession list in the library, which has the advantage of economy in production and distribution. Of comparable advantage is the practice of publishing announcements of new accessions in newspapers when such publication can be arranged without charge.

Book lists referring to special subjects are very common and are the subject of considerable skill and effort in compilation, usually with repetition of effort in each library. There is great variation in the length and methods of reproducing lists, ranging from the simple bookmark, through leaflets of many shapes and sizes, to pamphlets or books of lasting research value. Correspondingly there is variety in their intended distribution, although the primary intention is to stimulate reading.

Most libraries produce publications in the form of bookmarks, leaflets or pamphlets to advertise their services and explain how to use the library. These usually list details such as addresses and telephone numbers. Some refer to use of catalogues and some simply advertise coming events in a library. Such publications have their uses but are subject to wastage through a common public tendency to make litter out of handout literature. Bookmarks are more likely to survive and be read, yet have the disadvantage of being too small to carry some messages.

Annual reports are multipurpose documents that include promotion in their objectives. Most libraries submit such reports, with great variations in content and appearance. Two or three English libraries have stopped issuing annual reports on the score of economy, and instead issue leaflets describing the collections and services of individual departments. Leaflets of this kind properly require periodic revision and reissue.

Many libraries issue their own periodicals, again with a variety of purposes. Examples are:

House journals

- 'Denver Public Library news.'[Bi-monthly.]
- 'Golden triangle.' [Monthly.] Eastern Ontario Regional Library System.
- 'Operation LAPL: administrative policies and news notes, Los Angeles Public Library.' [Monthly?]
- 'Public Library [of] Stockton and San Joaquin County news-letter.' [Monthly.]

Public news bulletins

- 'BPL news.' [Monthly.] Boston Public Library.
- 'BPL news bulletin.' [Monthly.] Brooklyn Public Library.
- 'Camden journal: bi-monthly magazine of London Borough of Camden Public Libraries.'

Scholarly subscription periodicals

- 'Liverpool bulletin: a journal concerned with material belonging to or connected with the Liverpool Public Libraries, the Liverpool Public Museums and the Walker Art Gallery.' [Three times a year.] Liverpool Corporation.
- 'The Manchester review.' [Quarterly.] Manchester Public Libraries.
- 'Menckeniana: a quarterly review.' Baltimore, Enoch Pratt Free Library.

Civic information

- 'Camden Festival': [annual programme]. London, Camden Public Libraries.
- 'Camden Junior Arts Festival': [annual programme]. London, Camden Public Libraries.
- 'Civic news: the monthly news sheet of the Corporation of Newcastle upon Tyne.' Newcastle upon Tyne City Libraries.
- 'Cultural societies in Newcastle upon Tyne': [annual directory]. Newcastle upon Tyne City Libraries.
- 'What's on in Camden: a monthly diary of local events.' Camden Public Libraries.

Miscellaneous library publications include postcards and colour slides. The Edinburgh Libraries and Museums Department sells postcard historical views of Edinburgh; the Enoch Pratt Free Library features portraits of Edgar Allan Poe and other local authors on postcards; and the British Museum and Library of Congress include views of their libraries on postcards that they issue. A similar range of subjects relating to libraries and their collections is encountered with colour slides.

Scholarly periodicals and monographs, etc., published by libraries have the incidental merit of enhancing the research reputation of the libraries.

General reference has also been made to extension activities designed to bring people into libraries in the hope that they will then be tempted into borrowing and reading. Such activities include lectures, film screenings and book clubs. Final examples are taken from the Public Library of Stockton and San Joaquin County. Public interest lectures are arranged there on topics such as how to make a will, signs of cancer, and book reviews. Family nights with puppetry, films, etc., are held also.

Activities of this kind succeed in bringing people into a library, but must be considered carefully before being undertaken. Their preparation, including arranging for guest speakers, is time consuming and therefore costly. The need for such activities and the existence of other community organizations engaged in similar activities have also to be taken into account. A further question is whether readers are being gained or retained: there are tendencies for the same groups of adults to attend adult education classes as matters of habit and social prestige, and for children to seek amusement. There is little point in preaching to the converted or in providing mere entertainment.

News releases in newspapers, radio and television have the merit of keeping the word library in the minds of members of the public. No new techniques of arranging such publicity were found in this study tour.

Instruction in the use of libraries is effective in stimulating library use. Public libraries engage in both group and individual instruction. Groups of schoolchildren, or adults interested in a special subject collection, visit libraries to receive instruction, or are visited by a member of library staff at their schools or societies for instructional purposes. Both procedures merit continuation and further development. Unfortunately adults tend to receive only informal individual instruction at the time of registration, and that instruction varies in effectiveness with prevailing conditions of time available, etc.. Some libraries have printed instructions which are helpful in overcoming such deficiencies or in reinforcing oral instruction. The haphazardness of individual instruction generally leaves room for improvement and inspires envy of the academic situation in which groups of captive audiences receive instruction during orientation and follow up procedures. Perhaps public libraries could experiment with periodic group instruction for those readers willing and able to attend.

Also desirable is liaison with community groups, as effected by public libraries generally in North America and specifically with industry and business in England. Liaison should concern informational service rather than recreational reading as the former has to be related to community needs whereas the latter is governed by standards imposed by educational and library authorities.

Public relations

The concern of public libraries with public relations and publicity affecting the promotion of reading is indicated by the provision in U.S. libraries of personnel with specific duties in this area. Library legislation makes it compulsory for libraries in the State of New York to publicize their services.

The foremost example seen is that of the Enoch Pratt Free Library which has a public relations division with a staff of seventeen, including two librarians and six in the art section. Duties of the division concern news releases, exhibits, and publications. The library is mentioned in at least one newspaper each day, and in 1967 newspapers mentioned the library 1,500 times in all. Exhibits have already been described. The division prepares posters and other display material for the library and its branches, and preserves such material for as long as possible in case of further use. It also designs the layout and appearance of most library publications. The public relations programme is rated highly and is considered to have helped in winning public acceptance of the library.

The public relations division of the Free Library of Philadelphia has a staff of twelve, under a journalist specializing in public relations and believing that her job extends to the library staff as well as the general public. Her staff comprises two other journalists, two secretaries, five illustrators, a clerk, and a typist. The division is concerned with news releases, production of booklists, and art work including posters. Booklists are designed and printed in the division.

The Denver Public Library employs a public information officer who is a specialist in public relations work, personally qualified by means of a university degree with majors in literature and art. She is responsible for organizing most of the publicity for the library and has on her staff a signwriter who helps with the preparation of displays, etc..

The public relations officer of the Chicago Public Library organizes news releases, corridor displays, and noon hour sessions. She achieves some coordination of displays in subject departments and affects departmental liaison with community groups through publicity.

The public relations officer in the Public Library of Stockton and San Joaquin County arranges all library publicity, including the monthly house organ, art exhibits, public interest lectures, and family nights.

Sheffield City Libraries have a public relations officer whose responsibilities concern the city generally rather than the library in particular.

Programmes for the disadvantaged

'Disadvantaged' is a word coined in U.S.A. with the meaning of underprivileged. It refers to people lacking education, employment, wealth, and normal health, and is associated with problems of race and migration. There are nearly 2,000,000 adults in U.S.A. who are illiterate, and another 11,000,000 who are nearly so. The drop out rate from school is a further worry, with many children leaving with only a rudimentary education. About 3,000,000 people are unemployed, representing nearly 4% of the potential work force, and 35,000,000 people live 'in the ranks of poverty'. The blind, persons with incurable diseases, and others who are confined to their homes or institutions are included in the term.

Racial problems and migration are aspects of the general problem. Immigrants include large numbers of Mexicans, and internal migration includes the movement of many Puerto Ricans to the mainland, negroes from the south to the north, and negroes, North American Indians, and whites from rural areas to cities. California receives more migrants than any other state, with 10,000 migrants entering each month. The feeding, housing, education and employment of these people cause major difficulties aggravated by their poverty and lack of education rendering many unsuitable for employment. Education is compulsory in all states, but apparently enforcement of school attendance would be so difficult in the southern states that 'it would require one policeman per child' to achieve.

The nation is most concerned about such problems and, as indicated in Chapter I, a variety of federal legislation attempts to deal with them. Libraries have joined in the general activity to relieve the distress of the underprivileged, with programmes aimed at assisting campaigns for imparting of literacy and preparation for employment. One of their difficulties is that negroes from the south have long been accustomed to regarding libraries as a white man's institution, and consequently are hesitant about accepting their new found rights.

Programmes for the disadvantaged are so numerous and widespread that they now tend to dominate the public library scene in U.S.A.. Methods adopted are to a large extent unconventional and experimental; in all but one of the instances seen they are restricted to use of federal funds and are not financed from normal library budgets. The exception occurs at the Carnegie Library of Pittsburgh, which has a grant of $100,000 from the Richard King Mellon Foundation with the same objective.

Lowell A. Martin, in his 'Baltimore reaches out: library service to the disadvantaged', sums up the prevailing attitude in this way:

> The public library has been so busy taking care of active readers, which is its business, that it has had little time for potential readers, which is its hope. Unless both purpose and method are modified, and aimed in part directly at the disadvantaged, the present program of the American public library is likely to have only limited effect on the problem of the poor and undereducated in America.

Two instances of the Los Angeles Public Library's utilization of subsidy from the Library Services and Construction Act were observed. One was at the Lincoln Heights Branch Library where a pilot project is being conducted in respect of underprivileged Mexican and North American Indian migrants in the community. These people are frightened by the steps of the old Carnegie building as a symbol of power and authority which do not belong to them, yet efforts are made to overcome this fear and to entice the people inside. The curved building, with a high ceiling, is ornamented outside and in with posters and signs. Outside at the time of the visit the local fire brigade was conducting exhibitions daily by arrangement with the library. Inside, model figures of a Mexican and a fireman were suspended from the ceiling and a showcase of Indian exhibits was being prepared for a forthcoming project. Films are screened in the library one night a week. The adults' librarian has gone out looking for business by setting up information stands in places such as banks, industries, and churches. Visits are made to and by each adult education class in the area. Paperbacks are displayed in wire racks because they have appeal to people with little education.

The other Los Angeles project was at the Watt Street Training Center. Adults, who are mainly poorly educated negroes from the south but include some whites, are trained there in rudimentary skills of welding and other occupations to prepare them for employment. A bookmobile visits the Center with the objective of telling the people that the library is available for their use, a notion that is hard to impart because of the disbelief among many of the poor people that anything can be free. Their attention is attracted on entering or leaving the Center by blaring recorded music amplified from the bookmobile. A skilled staff of five attends to inquiries, and specially selected stock includes comics among the magazines.

The programme of the Denver Public Library includes employment of two field workers whose job it is to go amongst the disadvantaged, mainly poorly educated negroes and Mexicans, and advise them on everyday problems such as how to obtain legal advice, with a background objective of encouraging them to use the library. As little as 5% of the field workers' time spent on library promotion is considered to be satisfactory.

The Chicago Public Library has a specially equipped and staffed van, with seven on the staff, touring underprivileged areas and stopping wherever there is a congregation of children. Stocks of paperbacks are carried for loan to children, whose registration involves only recording of name and address, without a parent's signature. Stories are told, records are played, and films are screened either inside or outside the van which stays up to three hours in the one place. A further pilot project in a neighbourhood branch library resembles that of the Lincoln Heights Branch in Los Angeles, although seemingly there has been no collaboration between the two libraries. There are many underprivileged areas in Chicago suitable for such a project, and it is hoped that the pilot project will lead to similar developments in the branch libraries of such areas, as well as guiding the relocation of branches which are not functioning as well as they should.

The outreach programme of the Carnegie Library of Pittsburgh concerns negroes in The Hill area particularly. A small van is used to carry a collection of books on negro culture and history, a lot of them in paperback, easy to understand, and with much duplication. The van stops wherever there are groups of children and young people. Films are screened against the side of the van in the evening. All staff on the van are negro, and local housewives and children are employed part time in the stopping areas. The programme was begun in May 1968, with the assistance of an advisory group from The Hill in devising it, and so far has been very successful, being used by many children who have never used the branch library in that area. It is hoped that the success of the programme will attract funds permitting the programme to be extended, and that the experience will guide the relocation of some branches.

Boston Public Library uses a replaced bookmobile to serve the underprivileged areas. It is covered with signs and balloons and is fitted with loudspeakers to play recorded music. The route followed is partly indefinite and stops tend to be determined by where congregations of people are found. Federal funds are being utilized in this way in an attempt to reach the people in areas where branch libraries are said to be too formal, conservative, and inept to meet the needs. A more conventional approach is made in the Spanish centre branch where the bilingual librarian has 2,000 books specially selected for use by the disadvantaged.

A storytelling under the Head Start Program was witnessed in the John V. L. Pruyn Branch of the Albany Public Library, at which nine preschool negro children from an underprivileged community were present in the company of five adults. In addition to the children's librarian, who told the story, there were three social workers and a mother of one of the children. The children were rapt in interest despite the superfluity of adults.

The population of Baltimore has been shifting in recent years, resulting in a concentration of negroes and development of slums. The Enoch Pratt Free Library, despite its advanced branch library development, has been experiencing a decline in circulation and has turned to special services for the disadvantaged in supplementation of branch services. A library statement quoted by Dr Martin in his study of the problem says:

> As of July 1, 1965, the Pratt Library has been participating on a contractual basis in the Community Action Program of Baltimore thus taking the first step in one of the recommendations of this report [by Dr Martin] - 'working with and through other agencies and organizations in contact with the disadvantaged'. Using the Community Action Centers, as they are established in the Action Area of the city, the Library is seeking to reach out with information and ideas in whatever form proves effective, be it books, pamphlets, magazines, films, tapes, pictures, music, games, etc.. As needs are identified through direct contact with people living in the ten square blocks served by each Center and in consultation with the Community Action Counselors and the staff of other agencies working in the Community Action Program, reading, listening, and viewing materials are bought and placed in the Centers. Many of the books are paperbacks, so that for each dollar spent a larger number of books can be bought. In addition ... the paperback or pamphlet is less formidable to people not accustomed to libraries and books. Some popular magazines and newspapers have been bought for the Centers for the same reason. Many of the adult paperbacks are placed in the Centers on wire paperback stands to be picked up and returned without a formal charging procedure while, perhaps, an individual is waiting for another service at the Center. The program is being run by a staff of four professional librarians - a children's specialist, an adult and young adult specialist, a children's assistant, and a supervisor - a clerical-secretary, in charge of clerical procedures and training, and twenty clerical aides who are residents of the Action Area. The aides are trained to man the library rooms, run a film projector, and assist in the work of the Headquarters Office. The training will, it is hoped, help develop good work habits and some usable skills for advancement. These aides also serve as important links in interpreting the community to the professional library staff and library services to the community.

The Community Action Program has now established twenty nine neighbourhood centres in the inner city. Sometimes rooms have been rented for this purpose. About 1,000 to 1,500 books, mostly paperbacks, have been provided in each centre and are left under the care of aides who lend the books, tell stories to children, and even play games with the children. In some centres only a corner of a room is available for shelving the books.

The reader division programme of the Free Library of Philadelphia began in 1967 with federal funds for the part year of $30,000. A second grant of $100,000 was received in 1968, and a third and final grant of $100,000 is expected in 1969. A sub-department to provide service to the disadvantaged has been created within the stations department which serves all areas not served by branches. It is headed by a negro, half time because of other duties, with a staff of five under him. One is a community services worker, one selects and processes the special materials, and three are clerks.

The library's policy is to work through and with established community agencies, such as the Philadelphia Tutorial Project, settlement houses, housing projects, and Opportunities Industrialization Centers. The head of the sub-department concerns himself largely with contacting such community services.

Book collections are placed in the Opportunities Industrialization Centers under the control of negroes. Six collections of about seventy paperbacks each are placed in houses in ghetto areas, under the care of Block Captains who have a hand in the selection of the books. Minimal processing is done on the paperbacks, and only simple charging records are kept. Another method of reaching the disadvantaged is to take station waggons loaded with paperbacks and hard covered children's books into play streets, i.e., streets blocked off during summer for play. The paperbacks for adults are specially selected for their appeal to adults with low reading ability, and do not follow the usual standards of quality in selection. It is proposed also to establish a coffee house library, in which coffee will be served, there will be poetry readings which are of interest to negroes, and paperback collections will be available for borrowing. Again the paperbacks will be regarded as expendible and have minimal processing. Paperbacks of this kind are also to be stocked in branches shortly. Finally, it is proposed to open storefront libraries, to be run by people from within the underprivileged neighbourhoods.

Excerpts from the Bank Street College of Education's 'A study of four library programs for disadvantaged persons' relate the situation obtaining at the Brooklyn Public Library and New York Public Library. The study also refers to the third library system in New York City, the Queens Borough Public Library, but as this library was not visited reference to it is omitted from this report.

> The Brooklyn Public Library Community Coordinator Project uses four professional librarians detached from regular branch duties and schedules to make contact with community institutions, organizations, and individuals. By taking an ac-

> tive part in many organizations, the coordinator interprets the library to the community and the community to the library. Service to institutions includes work with churches, schools, and housing projects; service to organizations includes work with Youth In Action (OEO), and with block and neighbourhood organizations. Librarian aides assist the community coordinators.
> Coordinators provide booklists, exhibits, film programs, radio and television appearances, conduct tours of branches, and actively participate in community organizations. The Sidewalk Service Van takes books, films, and storyhours into unorganized areas to publicize library services and programs, exhibit materials, and register borrowers. Another service is the placement of small collections of paperback books in bars, beauty and barber shops. These books are for public use. The display package publicizes the library.

The sidewalk service van is equipped with shelves of books, a loudspeaker, bookracks to set up on the footpath, and film projector and screen. Collaboration with community groups and municipal agencies extends to setting up of tables at functions such as community health fairs, with displays of books on food, health, hygiene, etc.. The 3B's Program utilizes books on topics such as baby care, shopping, cookery and sports, with small collections placed in various centres such as bars, beauty and barber shops that attract people.

> The Preschool Project of the Brooklyn Public Library has been in operation ... [since 1965], using a professional librarian to make contact with community preschool centers for disadvantaged children, to train and supervise library aides in the presentation of storybook hours, and to coordinate storybook programs held in preschool centers on a weekly basis. In addition to service to these centers by providing storybook programs for young children, some programs are held with parents of the children on selection of age-appropriate books, techniques of reading stories to children, and other relevant subjects. The aides actually conduct the storybook programs, selecting books from the Preschool Project collection. They carry with them to the centers a selection of these books for children to browse through after the storytelling part of the program. The professional librarian conducts the parents' programs and supervises the aides in the field.

The Head Start Program referred to as the Preschool Project also brings underprivileged children to libraries for storytelling, puppet shows, film screenings, etc.. In addition, the library sends staff to schools in poor areas more often than to other schools.

> The New York Public Library North Manhattan Project involves the strengthening of staff, collection, and services in the Countee Cullen Regional Branch and the Schomburg Collection of Negro Literature and History located in adjoining buildings in central Harlem. The regular branch staff has been strengthened with the addition of a director of the project, specialists in reference, adult, and children's work.
> Programs presented include storyhours, school classes, films, art exhibitions, concerts, and discussion groups. Augmented staff allows quick response to group needs. Full use is being made of all library materials including films and records. Collections of literacy materials are being made available to other community agencies and projects such as HARYOU-Act, Head Start, and others. Paperback collections have been built up for the use of teenagers,

and the Negro history materials have been heavily duplicated.

Conclusions

Australia is a land of milk and honey compared with some other countries and fortunately does not have serious social problems of the order found elsewhere. However, there is no cause for complacency regarding the provision of libraries and associated opportunities for self advancement. There is need in New South Wales for the promotion of both more and better libraries and the use of libraries. No effort should be spared to promote the development and use of libraries by any suitable method.

9. STUDENT USE OF LIBRARIES

Summary

More importance is now attached to education than ever before. The provision of libraries has not kept pace with the increasing needs of students, causing difficulties for both students and libraries. Solution of the problem appears to lie in the coordinated development of public and educational libraries.

The subject is discussed under the following subheadings:

Increasing use by students
Whose responsibility?
Problems of student use
Attempted solutions of student problems

Increasing use by students

The year 1957 marked a turning point in the history of libraries. In that year the U.S.S.R. launched the first Sputnik and in so doing added momentum to the growing concern for better education. The frantic rush since to advance scientific and technical learning in particular has strained the resources of libraries and revealed their inadequacies.

The survey and evaluation of public libraries made by the New York State Education Department between 1963 and 1966 found a high correlation between education and public libraries. A conclusion reached was:

> If all the persons visiting the libraries measured are considered as 100 percent, children (using the children's library) made up 20 percent of the users; students using the adult libraries, made up 40 percent of the total use; and nonstudents using the adult facilities, the remaining 40 percent. These results showed that more than half of all users were students, since most children are in school, and even half of the users of the adult libraries were students. Thus, the major use of the public library is inextricably intertwined with the educational process.

Similarly Dr Lowell A. Martin found in the Deiches Fund Studies of Library Services that:

> Just over one-half of the individuals using the Enoch Pratt Free Library are students engaged in school-related reading. Because students use the public library more intensively than nonstudents - longer average visit, more books borrowed, heavier use of card catalog and bibliographic aids, more requests for guidance and service from librarians - it can be conservatively estimated that Enoch Pratt is now devoting from three-fifths to two-thirds of its service efforts to students.
>
> Several factors indicate that the per-student use of libraries is increasing. Larger percentages than in the past hope to go to college, accelerated and enriched classes for better students are on the increase, and there may even be a change in favor of academic performance as a status symbol on the part of

> some young people...
> As a result of ... several factors, student demands on libraries will more than double in the next five to eight years... The school libraries with their present resources will be unable to absorb much of the increase... Much of the increase will tend to go to the public libraries, and particularly to Pratt... The most disturbing aspect of the whole picture is that libraries will not be equal to the demand and that young people will be unable to get the reading materials they need to carry on their education.

An earlier survey by D. R. Watts and E. Simpson, reported in their 'Students in the public library', found that libraries throughout U.S.A. and Canada were experiencing an alarming increase in use by students, not so noticeably with lending as with reference use. Reactions to the trend were a mixture of welcome and concern over the associated problems.

Even summer schools are now affecting public libraries in U.S.A.. Whereas libraries once enjoyed a lull in business at the height of the summer holiday season, little easing off in library use now occurs. This is attributed to the increasing popularity of summer schools. A further explanation is offered by librarians at the Harvard University that summer schools owe their sudden popularity to draft dodging. Whatever the reason may be, public libraries in U.S.A. now miss the summer break that was convenient for house cleaning operations and taking of staff leave.

Other countries also experience increasing use of libraries by students, but specific information concerning the trend was not collected. An indirect kind of evidence was encountered in the Bradford City Libraries where seating accommodation for readers is referred to as 'students' seats'.

Whose responsibility?

No one denies the need for students to have access to books in libraries, but there is some difference of opinion about which libraries should meet the need. The libraries in educational institutions are not always equal to the task of serving their students adequately, and are sometimes suspected of making insufficient effort to do so. At the same time public libraries vary in their adequacy and in their approach to the problem. Students, on the other hand, are not worried about the niceties of administration and simply suit their own convenience by going where they can get the books and service they need.

The New York State Education Department's view is that:

> It is the public library's responsibility to serve the whole community; and, while it is reasonable to expect the schools and colleges to build their libraries to a point where they can meet most of the day-to-day needs of their students, it is equally reasonable to expect that there will always be a substantial residue of student library needs which can best be met by the public

> library... Also, it could be argued that there is a certain carryover value which follows from students using and becoming on good terms with their public library.

This view emphasizes a dual responsibility of the library in the educational institution and the public library. It is the business of the educational institution to provide basic texts and related materials essential to courses of study, and it is the business of public libraries to serve the general community including students without necessarily attempting to do the work of the educational institution but supplementing the services of the educational library. Provision of textbooks, for example, is not the responsibility of the public library but they may be selected for their general usefulness.

Dr Martin found in Baltimore that the school student preferred to use the Enoch Pratt Free Library rather than school libraries because 'the public library is open and available when he has time to read; he likes its somewhat informal and relaxed atmosphere; and - most important - it is more likely to have what he needs'. These reasons appear to apply in most places and to apply to other students as well, although libraries of higher educational institutions may have better resources of bookstocks than local public libraries, and sometimes have longer opening hours. Inevitably there are instances where proximity of the public library prompts the university student to prefer it to the university library.

Problems of student use

The rapidly increasing use of public libraries by students has been accompanied by many problems. These include the inadequacies of bookstocks, staff and buildings to cope with the situation; mass assignments aggravating the inadequacies; poor briefing of the students by their teachers; lack of coordination between libraries and educational institutions; observance of discipline in the libraries; and theft and mutilation of books.

Bookstocks of public libraries are often inadequate to meet the mass and specialized needs of students. Students are driven to the public libraries because the libraries of the educational institutions themselves are often inadequate. Few school libraries are sufficiently strong to serve their students; for instance, the largest school library in New York State has only 35,000 volumes. New universities and colleges rarely open with properly established libraries, and particularly for the first few years while collections are being developed their students have to rely heavily on public libraries: as the university or college library grows demands on the public library ease but never disappear because of the need to use general, current literature and special collections in the public library.

Book selection in the public library is concerned with the whole community and not just with students, however large a section of the community they may be, with the consequence that books required by students may not be held and are unlikely to be held in sufficient quantities of the same title. Budgets generally are too small to permit concentration in any one area, and have to be spread over many areas.

Staffing does not always keep pace with increasing workloads. Effects are felt throughout the library, in professional guidance and advice to readers, issuing of books, supervision, and in the procurement and preparation of books. Library staffs have often had to work under great pressure because of the demands of students.

Buildings are often inadequate for the increased amount of business. Congestion of readers occurs, working space becomes cramped, and seating accommodation becomes insufficient. Where extra funds are obtained to purchase more books, growth of the collection outstrips shelving provision. An attendant problem is to accommodate and serve both students and other readers without losing the other readers.

Mass assignments set for classes aggravate the inadequacies of public library bookstocks. Multiple requests for the same material made simultaneously obviously cannot be satisfied unless multiple copies of the material are held, which few public libraries achieve. The situation is not helped by poor briefing of the students by their teachers, who may not take the trouble to ascertain what material is held in the library, and may fail to provide correct bibliographical detail to the students. The survey conducted by Watts and Simpson found exception taken to assignments being given orally, with consequences of time being wasted in the libraries because of mishearing and misunderstanding. Part of the same problem is the lack of coordination effected between teachers and libraries. Teachers commonly set assignments requiring access to library materials without regard to the availability of the materials and without consulting the library staff. The first knowledge of the assignment that the library has is with a sudden rush for materials which may be difficult to supply and which may have been unfairly and unwittingly issued to the first students finding them.

Maintaining discipline in the library is about the most obvious and troublesome consequence of students assembling there, and affects the students themselves, other readers, and the staff. Groups of young people, possibly more so than with older people, tend to lose perspective and become selfish and inconsiderate of others. They make more noise than they should, to the distraction of other readers, and misbehave, usually in simple high spirits but sometimes more seriously. Preservation of suitable conditions for concentrated study becomes a problem unnecessarily.

A serious aspect of misbehaviour in libraries is the theft and mutilation of books, a problem not confined to students but mostly due to them. Students are notoriously selfish and dishonest, and often will not hesitate to use any means available to obtain library materials for themselves. Their sins include the hiding of books so that nobody else may find them again before they return, tearing or cutting out of relevant sections, and stealing the entire books. Mutilation of books tends to be associated with elementary school children, who are rewarded by their teachers for illustrating work books without knowledge of the source of illustrations. Thefts are mostly attributed to more senior students: the unfortunate fact has already been noted in Chapter 6 that library school students rank amongst the biggest thieves of library material. Mutilations and thefts cost the Brooklyn Public Library about $500,000 a year in repairs and replacements.

Attempted solutions of student problems

Many attempts have been made to solve these problems, with varying degrees of success. Basically the solution depends on the development of libraries generally, in educational institutions as well as public libraries.

Bookstocks obviously require enlargement to meet increased demands on them. This is largely a matter of the availability of finance, but not exclusively so. The Enoch Pratt Free Library, for instance, has assembled materials most sought after by students, in readier, open access to save time in searching for them and labour in fetching them from stacks and returning them. Losses by theft are no greater than before. In addition, the library lends boxes of fifty to sixty books as classroom collections for elementary schools that are not close to branch libraries. Books are then lent from the box collections to school students. School textbooks are not bought as such but are bought for their general usefulness.

The New York Public Library is establishing a new library, with finance provided by local universities and colleges, to serve undergraduates. The Research Libraries, because of their organization and size, are considered to be unsuitable for use by undergraduates, and will be left free for postgraduate research.

The Watts-Simpson survey found that many libraries had received larger book budgets to cope with the needs of students, whereas some libraries had adopted a negative attitude by imposing restrictions on service to children, including the denial of access to certain sections and materials in the library. The conclusion reached was that 'this is slamming the door in the face of potential readers at the most critical stage in their development'.

More staff, including specialists, have had to be employed. Specialists include children's and young adults' librarians who effect liaison with students and give instruction in the use of public libraries. A school liaison librarian employed by the Enoch Pratt Free Library explains the resources of the public library to schools, and helps to formulate assignments that the public library can adequately assist: school classes visit branches for instruction in reference tools.

Buildings have sometimes been enlarged, or new buildings provided, according to the Watts-Simpson survey. Occasionally undesirable restrictions on the use of library buildings are made. One library in New Mexico even opens and closes earlier each day to avoid the congregation of students in the evening. A library in New York State provides a room in a new library building for exclusive use by adults distinct from students. To ease the congestion, some libraries admit student readers on a roster basis, others refuse access to students during certain hours unless authority forms are carried. Mostly, however, libraries welcome students because of sympathy with their needs, despite the strain on facilities. A secondary consideration is that attempts to supply service in the face of difficulties will be rewarded by improved facilities.

The need of students for somewhere to study is real although facilities are sometimes abused. It accounts for much of the seating shortages in libraries. A study environment may be as important as access to books. Some libraries try to conserve seats for readers needing both access to books and study environment by prohibiting the admission of a reader's own books; this practice is only partially successful in that it gives rise to problems of discipline and supervision, as students try to smuggle in their own books.

Consideration of this plight of students has produced the idea of study rooms, or study halls as they are sometimes called, where seating accommodation is provided separately from the main reading rooms of a library. Watts and Simpson report one instance of a library in Ohio which provides a study hall furnished with seats, desks, and duplicate copies of reference and science books; teachers are hired as supervisors in the evenings. The room is well used by students and achieves the desired effect of clearing the main library for general business.

Opinions differ about the effectiveness of study rooms. For instance, Mr R. Collison, reference librarian of the University of California at Los Angeles and formerly librarian of the British Broadcasting Corporation, considers that a public library should serve university students by providing a study room with admission controlled by ticket, to be cancelled in the event of misbehaviour. Such a room would require no supervision, and have in addition to desks and seats rental lockers for overnight storage of books and personal belongings: the provision of a basic textbook collection would be optional. Contrary advice was received in London where it was stated that such study rooms do not prove successful because students prefer the surroundings of books in a library when they are studying. Yet another point of view is that public libraries should not have the problem of providing students with study facilities and that educational institutions should provide such facilities for their own students.

Discipline is attempted in a variety of ways. The larger city libraries in U.S.A. employ armed guards dressed and equipped identically with the city police, i.e., in police uniform with pistol and eighteen inch baton on a belt. Canadian and British libraries sometimes employ attendants in plain uniforms without arms. The Watts-Simpson survey found other supervisory practices. These include arrangements for:

Police patrol cars to check behaviour in libraries during the evenings;
Summoning of police when required;
Closing of libraries in the evenings;
Employment of off duty police, teachers, and others such as volunteers from Parents and Teachers Associations part time;
Telephone reports to parents and schools;
Issue of printed rules and pleas for cooperation, to students and teachers;
Barring of unruly students from use of the library for a given period;
Segregation of boys and girls at separate study tables.

Schools are usually cooperative in dealing with reports of misbehaviour and sometimes with preventive measures. Citizenship ratings in U.S. schools permit points to be deducted for misbehaviour in libraries. A leaflet issued to teachers by the Public Library of Stockton and San Joaquin County makes a good point in inviting cooperation: 'Stress good citizenship with students before sending them to the library. The Public Library is neither a club, a dating bureau, a study hall nor a reformatory.'

Liaison with educational institutions is highly desirable. The importance of coordinating library services is achieving wider recognition, and is expressed by the New York State Education Department in these terms:

> Since the public library is the only library agency which is concerned exclusively with library service that cuts across the library needs of the whole community, the public library interests have a definite leadership responsibility to develop a coordinated approach to the problem of total library service to the community. The public library system likewise seems to be the most logical library agency to take the initiative in getting school, college, and public library officials together to plan a coordinated library program which serves all of the students' library needs with a minimum of wasteful competition and duplication.

Dr Martin reached a similar conclusion in his study of 'Students and the Pratt Library'. He advocated:

> Establishment of a coordinating council on student reading materials for the Baltimore area, composed of school officials and teachers, school librarians, and public librarians, to develop a unified inter-agency approach to what is a joint responsibility, the provision of reading materials for students. Unless action is taken, the increasing load of student reading will lead to library restrictions and educational frustration. Rather than let the situation evolve in this negative way ... library facilities [should] be developed to meet the important student demand, utilizing both school and public libraries for the purpose, with the two coordinated in order to get the maximum return from facilities.

Points he made in reaching this conclusion were that:

1. School timetables leave little time for students to use school libraries, and those libraries close too soon after classes finish for the day;
2. Experiments should be made with opening school libraries at night, on Saturdays, and during school holidays;
3. Much of the 'homework' set is really 'library work', unfairly burdening public libraries;
4. Mass assignments set without prior consultation frustrates students who cannot obtain what they need at the public library;
5. Communication between schools and public libraries would help to achieve better provision of needed materials;
6. Both school and public libraries need staff with specialized training to assist students;
7. Both school and public libraries need further development to meet the needs of students;
8. Schools should develop habits in children of continuing their education through use of public libraries;
9. School children should be taught how to use public libraries, in the school and at the public library.

The Enoch Pratt Free Library now reports that student problems have been substantially reduced because improved school libraries have trained children better in the use of public libraries.

The Watts-Simpson survey also concluded that solution of the student use problem necessitated 'the improvement of total library service', closer collaboration between educational institutions and public libraries, and instruction in the use of public libraries. Supply of printed forms is advocated, for teachers to use in advising public libraries of assignment proposals, and for the libraries to use in reply should the required materials be unavailable.

Local government in North America and Great Britain is responsible for public schools as well as for public libraries, whereas in New South Wales public schools are provided by the state government. The extent to which administrative relationships in the northern hemisphere assist coordination of similar interests is not known, but presumably some advantages occur.

Luton shares with Hull and Sheffield the distinction in England of having the only public libraries that provide special service to schools by arrangement with the cities' education departments. Luton Public Libraries serve all schools in the County Borough of Luton, some sixty odd schools from nursery schools to sixth form. Cooperation exists also with the local college of education. The education department pays the library three shillings and sixpence per head of school population, and the library meets additional cost. About 40,000 books are provided in boxes on loan to schools to supplement their own stock of textbooks and basic reference books, and material is assembled to assist with school projects. Over twenty school libraries are staffed by the public library at regular times ranging from a morning or afternoon to two days per week. Class visits to the public library and library staff visits to the schools are made frequently. The schools department of the public library has a staff of two chartered librarians, five full time assistants and one part time assistant. The public library may one day undertake ordering and cataloguing for schools.

An important aspect of total library service in a community is the basic organization of library materials. Having sound and similar methods of organization in all libraries used by students undoubtedly assists the students in gaining access to materials. The general lack of trained librarians in schools renders this coordination difficult, and is a further reason for having cataloguing done centrally as advocated in Chapter 4.

Conclusions

Problems associated with student use of public libraries are substantially the same in New South Wales as overseas. Students are making heavy use of public libraries and difficulties arise accordingly.

Public libraries have a duty to students as well as to the rest of the community. However, students are primarily the responsibility of the educational institution that they attend, and should receive only supplementary services from the public library in respect of their studies. Both public and educational libraries need much more development if the needs of students are to be served adequately. Such development should proceed simultaneously and be coordinated.

Coordination of library activities requires liaison between educational institutions and public libraries. Whether this can be achieved at the librarian level or by higher authority of educational and civic officials would depend on local circumstances, but regardless of personnel each public library would benefit by formation of a local committee to deal with problems concerning student use of libraries.

Public libraries in New South Wales would probably rate the improvement of services to students as having top priority, and would welcome any means of extending service short of turning over their bookstocks for the exclusive use of students. Closer cooperation should be able to achieve more class visits from and at the schools, more instruction in the use of libraries, and assembling of required materials for which notice of assignments has been given. Cooperation could also help to achieve greater use of public libraries for reading purposes not related to studies, as in school holidays and in life after school; some teachers do not yet appreciate how much schools and public libraries have in common.

Problems of discipline in public libraries could be eased by educational institutions giving better instruction to their students about behaviour in libraries. Misbehaviour impedes service to the students themselves as well as others.

Libraries in New South Wales have less quarrel with teachers about bad citation of bibliographical references than with the Education Department itself. Reading lists issued by the Department are so badly compiled that entries in them are often difficult and sometimes impossible to identify. Teachers and public libraries would be saved much trouble and cost if the Department utilized the services of a librarian when issuing reading lists.

While public libraries have their own admitted deficiencies, some of their problems would be solved or eased by improvement of educational libraries. Specific areas for attention in educational libraries are longer opening hours, and in the case of schools, employment of more trained librarians.

APPENDIX

LIBRARIES AND ARCHIVES VISITED
showing dates of visits in 1968

CANADA

- Canadian Library Association, Ottawa 10 July
- Eastern Ontario Regional Library System, Ottawa 11 July
- National Library of Canada, Ottawa 12 July
- ∅ Ontario Department of Education, Provincial Library Service, Ottawa 9 July
- Ottawa Public Library 11 July
  - Carlingwood Branch Library
  - Elmvale Acres Branch Library
  - Hampton Park Plaza Branch Library
  - St Laurent Branch Library
  - South Branch Library
- Public Archives of Canada, Ottawa 12 July
- Toronto City Archives 9 July
- Toronto Public Libraries 8 and 9 July
  - City Hall Branch Library
  - George H. Locke Memorial Library
  - Jones Library for Boys and Girls

ENGLAND

- x Australian Consulate-General, London 4 September
- Birmingham Public Libraries 30 August
  - Kingstanding Library
  - Shard End Library
- Bradford City Libraries 22 August
- British Museum, London 4 September
- Camden Public Libraries, London 11 September
- John Rylands Library, Manchester 27 August
- Library Association, London 9 September
- Liverpool City Libraries 28 and 29 August
  - Allerton Branch Library
  - x Bluecoat Central Lending Library
  - Childwell Library - under construction
- London City Libraries 10 September
  - x Cannon Street Branch Library

- Luton Public Libraries 6 September
  - Bookmobile
  - Hospital Branch Library
  - Sundon Park Branch Library
- Manchester Public Libraries 26 and 27 August
  - Hulme District Library
- National Central Library, London 9 September
- National Lending Library for Science and Technology, Boston Spa 21 August
- Newcastle Upon Tyne City Libraries 18 and 19 August
  - Bonwell Branch Library
  - City Hall Technical Library
  - Fenham Branch Library
  - Jesmond Library
- North Western Regional Library System, Manchester 27 August
- Northern Regional Library System, Newcastle Upon Tyne 19 August
- Public Records Office, London 12 September
- Ø Sheffield City Libraries 23 August
- Westminster City Libraries, London 5 September
  - Buckingham Palace Road District Library
  - Central Reference Library
  - Church Street District Library
- Ø Workington College of Further Education Library 17 August
- x Workington Public Library 17 August
- Ø Yorkshire Regional Library System, Sheffield 19 August

INDIA

- Delhi Public Library 24 September

ITALY

- x Bibliotheca Nationale Centrale, Florence 18 September
- x Vatican Library 20 September

SCOTLAND

- Edinburgh Libraries and Museums Department 15 August
- Glasgow Corporation Public Libraries 12 and 13 August
  - Commercial Library
  - Pollok District Library
  - Pollokshaws District Library - under construction
  - Stirling's Library

National Library of Scotland, Edinburgh 14 August
Scottish Central Library, Edinburgh 16 August
Ø Scottish Record Office, Edinburgh 16 August
x University of Edinburgh Library 16 August
University of Glasgow Library - old and new buildings 13 August

SINGAPORE

Singapore National Library 26 September

U.S.A.

California

California State Library, Sacramento 3 June
49-99 Cooperative Library System, Stockton 31 May, 4 and 5 June
x Huntington Library, Los Angeles 13 June
Los Angeles County Public Library 11 and 12 June
  City of Compton Library
  City of Lynwood Library
  Rosemead Regional Library
  Willowbrook Library
Los Angeles Public Library 6 and 7 June
  Arroyo Seco Branch Library
  Henry Adams Branch Library
  Lincoln Heights Branch Library
  Watt Street Training Center bookmobile stop
  Bookmobile depot and headquarters for service to housebound
Ø Pinecrest Branch of Tuolumne County Library 4 June
x Stanford University Library, Palo Alto 1 June
Stockton and San Joaquin County Public Library, Stockton 31 May and 5 June
Sutro Library, San Francisco 29 May
Ø Tuolumne Branch of Tuolumne County Library 4 June
Ø Twaine Harte Branch of Tuolumne County Library 4 June
University of California Library, Berkeley 28 May
University of California Library, Los Angeles 10 June
University of California Graduate School of Library Science, Los Angeles 10 June

Colorado

Bibliographical Center for Research, Rocky Mountain Region, Inc., Denver 14 June
Denver Public Library 13 and 14 June
  Athmark Park Branch Library
  Hadley Regional Library
  Ross Barnum Library

- Denver Regional Council of Governments 14 June
- Ø Greeley Public Library 18 June
- High Plains Public Library System, Greeley 17 June
- Northern Colorado Processing Center, Inc., Greeley 18 June
- Weld County Library, Greeley 17 and 18 June
- Weld County Public Library System, Greeley 17 June

Illinois

- Center for Research Libraries, Chicago 3 July
- Chicago Historical Society - library and museum 1 July
- Chicago Public Library 2 July
- Chicago University Library 3 July
- John Crerar Library, Chicago 1 July
- Ø Newberry Library, Chicago - Local History and Genealogy section 2 July
- Ø Scott Foresman Company Library, Winnetka 2 July

Kansas

- Johnson County Library, Shawnee Mission 20 and 21 June
  - Antioch Branch Library
  - Corinth Branch Library
  - Mission Branch Library
- Ø Kansas City [Kansas] Public Library 20 June
- Ø Northeast Kansas Libraries, Laurence 20 June

Maryland

- Enoch Pratt Free Library, Baltimore 26 July

Massachusetts

- Boston Public Library 15 and 16 July
  - North End Branch Library
  - South Boston Branch Library
  - Washington Village Branch Library
- Eastern Massachusetts Regional Public Library System, Boston 16 July
- Harvard University Library, Cambridge 17 July
  - Fogg Library
  - Houghton Library
  - Lamont Library
  - Widener Library

Missouri

- Ø Harry S. Truman Library and Museum, Independence 21 June
- x Kansas City [Missouri] Public Library 23 June
  - x Plaza Branch Library 19 June

- Ø Midcontinent Public Library, Kansas City [Missouri] - present headquarters and new headquarters under construction 21 June
  - Gladstone Branch Library
  - Independence Branch Library
  - Kearney Branch Library
  - Raytown Branch Library

New York

- Albany Public Library 18 July
  - Delaware Branch Library
  - John A. Howe Branch Library
  - John V. L. Pruyn Branch Library
  - New Scotland Branch Library
  - Pine Hills Branch Library
- x Australian Consulate-General Library, New York City 2 August
- x Black Watch Memorial Library, Ticonderoga 20 July
- Brooklyn Public Library, New York City 7 August
  - Gravesend Reading Center
  - New Utrecht District Library
  - Ulmer Park Reading Center
- Ø Mary Beatrice Cushing Memorial Library, Schoharie 22 July
- Ø Middleburgh Public Library 22 July
- Mohawk Valley Library Association, Schenectady 23 July
- New York Public Library, New York City
  - Branch Libraries headquarters 6 August
  - Central Circulating Branch Library 5 August
  - Donnell Library Center 6 August
  - x Lincoln Library and Museum of Performing Arts 3 August
  - Manhattan Borough Office 6 August
  - Research Libraries 5 August
- New York State Library, Albany 19 July
- Schenectady County Public Library 22 July
- United Nations, Dag Hammarskjold, Library, New York City 9 August
- Wilson, H.W., Company, New York City 2 August

Pennsylvania

- Carnegie Library of Pittsburgh 5 July
- Free Library of Philadelphia 31 July and 1 August
  - Bustleton Avenue Branch Library
  - Fox Chase Branch Library - under construction

Lawncrest Branch Library
North East Regional Library
Trailer library

Washington, D.C.

Folger Shakespeare Library 29 July
Library of Congress 24 July
Smithsonian Institution Libraries 30 July
Ø United States Book Exchange, Inc. 25 July
United States National Archives 29 July

Ø Extra to itinerary
x Unofficial visit

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